Audit Integrity Programme
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Trade with purpose! Audit Integrity Programme

The purpose of this document is to fully support the delivery of the amfori BSCI Audit Integrity Programme, by outlining clearly and transparently all the relevant and appropriate details, policies, processes and procedures, as seen in the core pillars of:

Comprehensive **monitoring partner** acceptance criteria to regulate the auditing pool and ensure the quality of monitoring partners.

Rigorous **auditor qualification** and training scheme, which sets out the minimum requirements and ongoing criteria for all auditors to be able to conduct amfori BSCI audits.

Pioneering **audit quality programme** to monitor audit companies’ operations.

**Each component of the programme contains support and evaluation activities.**

**Evaluation activities** aim to monitor monitoring partners’ performance against amfori BSCI quality requirements and integrity values.

**Support activities** aim to assist monitoring partners in implementing and maintaining their amfori BSCI auditing operations in line with amfori BSCI quality requirements and integrity values.
Monitoring Partner Acceptance

Auditing Pool
The monitoring partner acceptance process aims at setting the minimum requirements to approve monitoring partners to be part of the amfori BSCI auditing pool. The acceptance process regulates the auditing pool and assesses the quality of monitoring partners. It consists of:

Monitoring
- Activities at the office and field level
- Aiming to understand the monitoring partners management system and how it is implemented

Acceptance
- Provisional acceptance during on-boarding
- Ensuring consistency and effectiveness of amfori BSCI operations

Training
- Support the monitoring partner through comprehensive training and day-to-day assistance.

Approval
- Country and industry scope approval based on auditing capabilities and expertise.
Adjustment of auditing capacity

The application process for new monitoring partners is based on an annual, formal, internal review of amfori BSCI auditing capacity requirements, including specific geographic and industry needs. In this context, should there be a need to adjust capacity, including the need for additional capacity, new monitoring partners will be eligible to apply to join the amfori BSCI auditing pool, through the monitoring partner acceptance process (see Process, initial application on following page).

Based on the following information:

- amfori members’ supply chain
- amfori members’ forecasted supply chain
- new amfori members’

Evaluation of auditing capabilities

Case 1: Insufficient general capabilities in the country with the current auditing capacity pool

Case 2: Insufficient capabilities in the sector/industry with the current auditing capacity pool

Case 3: Insufficient capabilities in the country and sector with the current auditing capacity pool

Information required

- Country
- Industry/audit scope
- Overlap/number of producers
- Supply chain model
- Maturity of supply chain

Following the operational review, recommendation is made to the President for the final decision to open the auditing capacity pool, keep the current pool or reduce the pool.
Monitoring Partner Acceptance Process

**Initial application**
Following the amfori announcement, monitoring partners that fulfill the prerequisites stated in the official announcement can apply to become an monitoring partner.

Organisations that are interested in joining the amfori BSCI auditing pool must express their interest within the communicated timeframe. If the minimum requirements are met, the organisation/monitoring partner will receive confirmation within 14 days to move to the next stage of the application.

Should the requirements be met, the monitoring partner can initiate the quality activities. The monitoring partner can decide which approval route to pursue based on its on-going/current accreditation status.

- SAAS Accreditation
- ISO 17021
- ISO 17020
- None

**Cost**
The application cost is €2000. This includes the initial processing of the application of the interested organisation.

**Final approval**
After having successfully completed each stage of the approval process, the monitoring partner can solicit its approval to amfori. The approval will be granted or refused by amfori or their delegate.

The decision to approve or refuse the monitoring partner is final.
Monitoring Partner Acceptance
Evaluation Activities

This includes all evaluation activities the monitoring partner needs to successfully achieve to be an approved monitoring partner. These activities are managed and conducted by the Audit Integrity Assurance Partner (AP) who then provides recommendations to the Secretariat. The final approval is given by the amfori President. **All approval activities are rated using the scale below:**

**Acceptable:**
The monitoring partner can move to the next approval stage.

**Minor to Major gaps:**
Based on the non-conformities, a timeframe (which should not exceed 60 days) is defined to correct any deviations. A second full or partial scope activity review is permitted to assess the monitoring partners corrective action plan.

**Critical gap:**
The application is rejected.

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**Off-site System Review (OSR)**
The objective of an off-site system review is to understand the design of the monitoring partners management system, and the availability of relevant processes to run their field operations. The initial review will determine potential high-level risks and will support the amfori BSCI Management office (BMO) audit. This OSR activity is completed as a desktop review and is conducted by an amfori selected AP, who reviews the management system package and reports their findings.

The review includes an interview (phone or Skype) with a relevant employee. The AP will inform the monitoring partner of the result. Following an acceptable result, the monitoring partner can start to enrol auditors in the auditor qualification process.

- Off-site System Review Procedure
- Off-site System Review Reporting Tool
- Off-site System Review Data Sheet (pre-assessment)
- Minimum Acceptable Criteria – Offsite System Review
Monitoring Partner Acceptance
Evaluation Activities

Scheme Manager

The monitoring partner must appoint a Scheme Manager who will oversee all amfori BSCI operations and be the main contact person for amfori. The location of the Scheme Manager must be defined and reported, as it will influence the amfori BSCI Management office Audit (BMO).

The monitoring partner defines its scope of amfori BSCI operations (country and cluster) based on its auditing capacities and business forecast. Country and cluster scope of a monitoring partner is based on the approved country and cluster of its qualified auditors. Once the monitoring partner has a qualified auditor, it can start conducting amfori BSCI audits in the approved country and scope.

e.g. If a monitoring partner has an auditor approved to conduct amfori BSCI audits in China, Taiwan and Singapore, it automatically grants the monitoring partner the scope to conduct audits in those countries.

It is highly recommended that the monitoring partner starts their amfori BSCI operations where they have identified a sufficient business volume to sustain their activity and ensure the appropriate audit experience for their qualified auditors.

Country and Cluster Scope Application

Monitoring partners can conduct audits in locations where they have approved and qualified auditors. The country and cluster approvals are based on the knowledge and experience of the auditors including:

- Audit experience in the country/cluster (with a specific focus on CSR auditing)
- Proficiency of the auditor in the local language
- Knowledge of the local regulation
- Understanding of the socio-economic situation

Auditor Qualification SOP
amfori BSCI Management office (BMO) audit

The evaluation of risks at the amfori BSCI Management office (BMO) audit are cascaded from the off-site system review and are re-assessed based on the availability and effectiveness of the management system at the head office level. In addition to the on-site activity, an office survey is sent to the audit company employees involved in amfori BSCI operations to supplement the data collected.

Criteria:

- BMO Audit Procedure
- BMO Audit Reporting Tool
- BMO Audit Data Sheet (pre-assessment)
- Minimum Acceptable Criteria – BMO Audit

Monitoring Partner Acceptance
Evaluation Activities

Location of the Scheme Manager
(at the amfori BSCI Management office by the AP field officer)
Local Office Audit

Based on the risk identified during the OSR and BMO activities, the objective of a Local Office Audit (LO Audit) is to evaluate the level of risk at the local operation, by verifying the availability and effectiveness of the management system.

The field officer staff visit a sample of local offices to complete this activity. In addition to the visit, an office survey is sent to the employees involved in amfori BSCI operations within the local office and/or the region overseen by the local office to supplement the data collected.

Criteria:

- at least (amfori BSCI) Audits
- Location chosen based on identified risks and the business volume of the monitoring partner

- LO Audit Procedure
- LO Audit Reporting Tool
- LO Audit Data Sheet (pre-assessment)
- Minimum Acceptable Criteria – LO Audit

Witness Audit

Throughout the year, monitoring partners receive witness audits.

This audit will assess the implementation of the audit company’s management system.

- Witness Audit Procedure
- Consolidated Quality Reporting Tool
On-boarding
In the spirit of collaboration and support, the amfori main office organises regular Scheme Manager training to support the main person responsible for the amfori BSCI activities. All the activities and procedures they need to know in order to support their local offices and auditors are covered, including IT platforms and procedures inherent to the amfori BSCI system. Depending on the audience and its need, the training may vary from 2 - 4 days.

An on-boarding package with procedures and technical information is sent to the Scheme Manager to be disseminated among the operational team. Calls are scheduled to answer any questions they have and to clarify issues. The process always starts with an introductory call, and further calls can be scheduled at any time during the process.

Operational Review Progress Report
Towards the end of the approval process, an operational review of the audit company’s performance is conducted between the Scheme Manager/Technical Lead and the main office.

The operational review includes, but is not limited to:

- Review of audits and identification of potential quality issues
- Review of customer service inquiries
- Review of audit process – from scheduling to upload time

The progress report is not part of the approval evaluation of the monitoring partner, but aims to identify any potential quality issues as early as possible. Any major issues will be reported at the first cycle of quality activities for data recording purposes.

"Depending on the audience and its need, the training may vary from 2 - 4 days."

"Any major issues will be reported at the first Business As Usual (BAU) quality activity for data recording purposes."
Monitoring Partner Acceptance
Support Activities

Cost

- **Off-site System Review**: 100%
- **amfori BSCI Management office audit**: 50% amfori, 50% audit company
- **Local office audit**: 50% amfori, 50% audit company
- **Witness audit**: 70% amfori, 30% audit company
- **Scheme manager training**: 100%
- **On-board package**: 100%
- **Operational review**: 100%

**KEY:**
- Audit company
- amfori
Employee Qualifications

Monitoring partners must appoint and qualify their relevant personnel to:

• Manage and oversee amfori BSCI global and regional operations
• Develop and implement amfori BSCI procedures
• Coordinate and conduct amfori BSCI audits

Scheme Managers
The amfori BSCI programme Scheme Managers fulfil several roles:
• Coordination
• Technical
• Administrative

These roles can be fulfilled by one or several individuals, as long as the minimum requirements can be demonstrated. The monitoring partner has the responsibility to appoint the Scheme Manager.

Scheme Coordinator
The main contact for amfori and the AP; accountable for the overall coordination of the programme and operations, with a deep understanding and extensive knowledge of audit practices and the amfori BSCI System.

Minimum education
• English proficiency
• Pass 5-day auditor training course
• Attend Scheme Manager training

Minimum knowledge and skills
• In-depth understanding of the amfori BSCI system, procedures and audit protocol
• Advance knowledge of quality procedure, contractual agreement and technology
• Extensive experience in managing global programmes

Performance standard
• Responsible for the overall coordination of the quality activities and audit company KPIs
• Main contact for the AP for coordination and communication on quality activities
• Attend all global calibration meetings and other strategic meetings
• Coordinate and communicate relevant information within the organisation and to amfori Head Office
• Respond within three business days to general enquiries
Employee Qualifications

Technical
The contact for daily technical support. In charge of daily operations and should be the first line of response for local auditors/offices to provide technical guidance.

Minimum education
• English proficiency
• Pass 5-day auditor training course
• Attend Scheme Manager training

Minimum knowledge and skills
• Excellent knowledge of the amfori BSCI system, procedures and audit protocol
• Advance knowledge of quality procedure, contractual agreement and technology
• Extensive experience in managing global programmes

Performance standard
• Respond within three business days to general enquiries
• First line of response to provide technical support to local auditor teams conducting amfori BSCI audits
• Align and calibrate the auditors around amfori BSCI procedures

Administrator
The main contact for the amfori main office and AP on daily administrative requests.

Minimum education
• English proficiency

Minimum knowledge and skills
• Basic knowledge of the amfori BSCI system, procedures and audit protocol

Performance standard
• Respond within defined timelines
**Initial Qualification**

The auditor qualification process aims to qualify individual auditors, based on their experience, knowledge and skills, to conduct amfori BSCI audits.

The initial qualification establishes the scope of qualification, including country scope and cluster scope. It is managed on the amfori Academy and the qualification is valid for 24 months.
Activities
To conduct an amfori BSCI audit, an auditor must comply with the amfori BSCI auditor requirements, be approved on the selected clusters and validate the successive activities on the amfori Academy.

The final step, and proof of qualification is the Auditor Qualification Certificate, available on the amfori Academy. This can be downloaded by the auditor.

Cost
The cost of the qualification should be undertaken by the monitoring partner (the cost of the five day training course is communicated through the amfori Academy).

Maintenance of Proficiency
To maintain the high-quality standards of amfori BSCI, qualified auditors are required to undergo a continuous improvement programme.

Proficiency activities are available on the amfori Academy and the auditor must complete each activity before the certificate expiry date (activities are available six months before the certificate expires). Without a valid certificate, auditors will not be able to perform amfori BSCI audits.

Adhoc Training
amfori may require additional training to be undertaken at any time to ensure up to date knowledge and knowhow of the auditor. Training are available on the amfori Academy.
Audit Quality Programme

The audit quality programme sets, maintains and raises the quality standards for monitoring partners to conduct amfori BSCI audits.

Each component of the programme is consolidated on a reporting tool, with the purpose of having a comprehensive and holistic risk analysis of the monitoring partner at each level of its operation and an Audit Reliability Score.

The programme is managed by the Audit Integrity Assurance Partner which is selected and commissioned by amfori, and overseen by the relevant members of the amfori main office.

The programme is composed of:

- Quality activities
- Complaints and investigations
- Sanctions
- Internal and external reporting
- Performance evaluation
- Review of the quality programme

Ongoing Improvement

System Revision
amfori approved monitoring partners and auditors are subject to monitoring and supporting activities throughout the year which aims to ensure the high quality of their amfori BSCI audit operations.

**Monitoring activities** are related to the evaluation of the monitoring partners performance. It is composed of office and field level activities, which assess the risk in the monitoring partners audit operations.

**Supporting activities** aim to assist monitoring partners in the running of their amfori BSCI audit operation. The objective is to provide the relevant information, tools and communication channels to ensure the high quality of their operations.

**Monitoring activities**

**Office**
- Off-site System Review
- amfori BSCI Management office audit
- Local office audit

**Field**
- Witness audit
- Duplicate audit

**Adhoc**
- Audit report
- Quality survey
- amfori Academy

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Audit Quality Programme

- QG000 – Audit Quality Programme Glossary
- QG001 – amfori BSCI Audit Quality Programme
- QG002 - Finding Severity Guidance
- QP006 - AC - Partial Scope Activity
- QP007 - CAP Management
**Audit Quality Programme**

**Off-site System Review (OSR)**
Aims to understand the design of an monitoring partner’s management system and the availability of relevant processes to run their field operations. This activity is completed as a desktop review by the designated AP, who reviews the management system and reports their findings. The activity includes a phone/Skype interview with a relevant senior employee.

<table>
<thead>
<tr>
<th>Acceptable:</th>
<th>Minor and major gaps:</th>
<th>Critical gap:</th>
</tr>
</thead>
<tbody>
<tr>
<td>The activity is valid for 24 months</td>
<td>The activity is valid for 12 months</td>
<td>Sanction which affects business relationship (severity and scope to be recommended by AP)</td>
</tr>
</tbody>
</table>

**BSCI Management office audit**
Determines the availability and effectiveness of the management system of an monitoring partner. It is complementary to the OSR and is conducted by the AP. In addition to the visit, an office survey is sent to employees involved in amfori BSCI operations to supplement the data collected.

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</tbody>
</table>
Audit Quality Programme

Local Office Audit
Determines the availability and effectiveness of the management system of an monitoring partner at the local office level. The AP visits a sample of local offices to complete this activity. In addition to the visit, an office survey is sent to the employees involved in amfori BSCI operations supplement the data collected.

Acceptable: The activity is valid for 12 months
Minor and major gaps: The activity is valid for 12 months - follow-up required, but remains in selection pool
Critical gap: Sanction which affects business relationship (severity and scope to be recommended by AP)

Witness Audit
Evaluates the availability and effectiveness of the implementation of the audit company’s amfori BSCI auditing system in the field, and monitors the competence of the auditors affiliated with the monitoring partner. The AP staff observe the amfori BSCI auditor conducting an audit to determine if they are following their internal system-specific procedures and protocols, and that they are effective. This quality activity also includes a review of the audit report.

Acceptable: The activity is valid for 12 months - another auditor sampled during next audit
Minor and major gaps: The activity is valid for 12 months - Auditor remains in sample pool
Critical gap: Sanction which affects business relationship (severity and scope to be recommended by AP)
Audit Quality Programme

Duplicate Audit
Evaluate the availability and effectiveness of the implementation of the audit company’s amfori BSCI auditing system in the field. It is assigned with the understanding that a full duplication of an audit is not 100% possible.

The AP staff:
• Conduct an amfori BSCI audit by following the same audit path and extent as the amfori BSCI auditor, or
• Depending on the risks identified at the office level, conducts a focused audit on certain Performance Areas from the previous amfori BSCI audit.

It assesses whether the duplication results are similar in findings and ratings, as well as what the gaps may be in the audit company’s management system, if there are significant differences.

Any producer that undergoes a duplicate audit receives a Findings Report at the end of the activity, which they can use to support their remediation plan. The amfori BSCI audit report that is produced as a result of this activity is not submitted on the amfori Platform, and cannot be used as a valid audit report.

Data Analysis
The purpose of the Data Analysis is to identify trends and risk pattern through large data sets available on amfori data bases. Data includes but are not limited to:
• Audit report: data Analytics of 100% of amfori BSCI audit reports, using a defined methodology and set of criteria. It is an off-site activity.
• Quality survey: includes but are not limited to survey data collected from producers, members and monitoring partner employees
• amfori Academy: recorded information related to learning history and auditor profile application are checked on an adhoc and sample basis.

Audit Quality Survey (AQS)
A short online survey that is sent to producers 1 month after they are audited. The survey aims to get producers’ feedback on the pre-audit support, on-site support, and post-audit support provided by the audit company during a specific audit, as well as the integrity statement given by auditor who conducted the audit.

The designated amfori team coordinates the survey and analyses the results.
Calibration meeting
Planning of the calibration meetings are defined every January for the coming year including:
- Countries
- Frequency
- Date

Global calibration meeting
The global calibration meeting is held twice a year with the aim to discuss strategic topics and issues with the audit company Scheme Managers.

Local calibration meeting
Local calibration meetings are held in main sourcing countries (e.g. China, India, Turkey) with the objective to openly discuss local technical auditing issues. Local auditors are invited to a discussion to cover country or region-specific topics. Complex issues identified during the meeting can be picked up with the Task Force.

Task Force
amfori BSCI auditors work in evolving and complex situations as socio-political, legal and economic changes influence the producers they audit, amfori BSCI auditors may face unfamiliar or unexpected challenges.

amfori BSCI participants are also invited to participate to this exercise.

The ultimate purpose of the Auditing Task Force (TF) is to streamline the audit process and provide recommendations that will eventually contribute to the continuous improvement of the amfori BSCI system by introducing different elements (e.g. MEMOs, guidance documents, trainings, etc).

MEMOs
MEMOs are documents that give clear instructions and the application of requirements for the auditors. The requirements are mandatory and should be applied consistently during the validity of the document. They are used in between the revision of the amfori BSCI system manual and are incorporated into the relevant section of the document, as needed.
Audit Quality Programme
Support Activities

Cost

Off-site System Review
- Audit company: 50%
- amfori: 50%

Witness audit
- Audit company: 70%
- amfori: 30%

amfori BSCI management office audit
- Audit company: 50%
- amfori: 50%

Local office audit
- Audit company: 50%
- amfori: 50%

Task Force
- Audit company: 100%

Calibration meeting
- Audit company: 100%

KEY:  □ Audit company  ■ amfori
The evaluation of the monitoring partner’s performance is done through the Audit Quality Programme. The AP manages and implements the amfori BSCI Audit Quality Programme and reports to the amfori main office.

The AP is selected through a restricted* tender process following the principles of:

- Objectivity
- Transparency
- Impartiality

*Restricted = tender sent to a limited number of organisations. Selection is based on their scope of activity, geographical coverage and entity type.

**Evaluation Committee**

The project owner sets an evaluation committee who is called at each stage of the selection process. The evaluation committee should include at least:

- The project leader
- The project owner
- One senior manager
- One technical expert
- One advisory stakeholder (optional)

The evaluation committee is nominated for the duration of the entire process and will be called by the project owner for:

- Evaluation of the expression of interest
- Evaluation of the full proposal
- Final meeting with the shortlisted candidates
### Expression of Interest (EoI)

<table>
<thead>
<tr>
<th><strong>Project Leader</strong></th>
<th><strong>Evaluation Committee</strong></th>
<th><strong>Project Owner</strong></th>
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</thead>
<tbody>
<tr>
<td>Develop the EoI and evaluation sheet</td>
<td>Review and rate the proposals</td>
<td>Review and rate the proposals</td>
</tr>
<tr>
<td>Send the EoI to the selected candidates</td>
<td>Sign off the result and candidates for next stage</td>
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<tr>
<td>Call for the evaluation committee</td>
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<tr>
<td>Collect and consolidate the result</td>
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<tr>
<td>Communicate the result to the candidates</td>
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<tr>
<td>Coordinate meetings, timeline and process</td>
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### Tender

<table>
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<tbody>
<tr>
<td>Develop tender and evaluation sheet</td>
<td>Review and rate the proposals</td>
<td>Review and rate the proposals</td>
</tr>
<tr>
<td>Send the tender to the selected candidates</td>
<td>Sign off the result and candidates for final meeting</td>
<td>Attend the final meeting</td>
</tr>
<tr>
<td>Call for the evaluation committee</td>
<td>Attend the final meeting</td>
<td>The present result and recommendation to President</td>
</tr>
<tr>
<td>Collect and consolidate the result</td>
<td></td>
<td></td>
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<tr>
<td>Communicate the result to the candidates</td>
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<tr>
<td>Collect reference project, contact and send out satisfactory survey</td>
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<tr>
<td>Coordinate meetings, timeline and process</td>
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</tbody>
</table>
Assurance Partner

Timeline for Selection

3 Weeks
Candidates to respond to the EoI

1 Week
Evaluation of proposals

2 Weeks
Communicate result and sending of full tender

5 Weeks
Candidates to respond to the full tender

2 Weeks
Evaluation of the full tender

6 Weeks
Meeting with the final candidates

1 Week
Final sign off by the President and project owner

Expression of Interest 2016
Full tender 2016
AP selection tool
- Evaluation sheet EoI
- Evaluation sheet Tender
- Reference project survey
- Final feedback summary
- SWOT analysis on the selected partner
- Candidate result sheet
**amfori BSCI Auditing Pool:** The term applied to the whole of the Monitoring Partners (MPs) within the amfori BSCI system, eligible for conducting amfori BSCI audits.

**amfori BSCI System Manual:** The consolidated document which includes all guidance related to the amfori BSCI system for amfori members, producers, and amfori BSCI auditors.

**amfori BSCI Scheme Manager:** The person appointed to manage the amfori BSCI operations on behalf of the Monitoring Partner. This person is the main contact for the AP and the amfori main office.

**amfori Platform:** A group of IT features and technologies set by amfori BSCI to allow amfori members to exchange information on the implementation of amfori BSCI in their supply chain. This includes, but is not limited to organisation of amfori BSCI audits and sharing of audit reports.

**AP Office Staff:** The employees of the Audit Integrity Assurance Partner (AP) who are designated and trained to coordinate, schedule, and submit quality activity visits and outcomes.

**AP On-Site Staff:** The employees of the Audit Integrity Assurance Partner (AP) who are designated and trained to conduct on-site quality activities. For the conduct of off-site quality activities, the term designated AP staff is used.

**Audit Integrity Assurance Partner (AP):** The external partner selected by amfori, following a tender process, to manage the overall quality of amfori BSCI audits.

**Audit Package:** All documents, photos, and data collected during an amfori BSCI Audit. As per the Framework Contract, each Monitoring Partner has to keep individual audit packages for at least 6 years.

**Audit Reliability Score (RS):** A numerical translation of the consolidated performance of an MP within the amfori BSCI system.

**Availability:** For the purpose of Audit Quality Programme, availability means the existence and utilization of a specified item, e.g. procedures, processes, systems, documentation, trainings, arrangements, certification, etc.
**Business As Usual (BaU):** on going, regular cycle of activities

**BSCI Management Office (BMO):** The office of a Monitoring Partner where amfori BSCI operations are globally managed, and where the amfori BSCI Scheme Manager operates. If the amfori BSCI Scheme Manager does not directly work at an office, they may travel to a Local Office to facilitate the related quality activity.

**Cluster:** A set of industries defined and categorised by amfori. When an auditor gets qualified for a cluster, they can conduct audits for all industries included within that cluster. For more information, please refer to the amfori BSCI System Manual.

**Clustering:** Grouping certain quality activities or Corrective Action Plans together, to be conducted or completed simultaneously, due to relevance and/or interrelation.

**Consolidated Report per MP:** The reporting tool that gives an insight into all the quality activities conducted on a Monitoring Partner level, with a view to findings and potential interrelations.

**Data Analytics:** The regular analysis of a certain dataset within amfori BSCI audit reports, using a defined methodology and set of criteria. It is an off-site activity.

**Data Analysis:** Set of desktop activities performed on a regular basis with intelligence collected within the amfori data bases (e.g. amfori platform, amfori Academy, Survey, ....)

**Data Sheet:** Data Sheet is a self-assessment document sent to the relevant office of a Monitoring Partner, prior to an Off-Site System Review, BSCI Management Office Audit, or Local Office Audit. The Monitoring Partner is expected to evaluate their potential risks regarding their management system using this sheet. This sheet is also used for annual self-reporting for the Head Office.

**Day:** Within the Audit Quality Programme documents, days are indicated in business, calendar, or person days.

Business days are the days of the week, which are not national holidays or national off-days. For most countries, this can be defined as Monday to Friday/Saturday, or Saturday to Thursday.

Calendar days indicate all the days within the given timeframe. This indication does not differentiate national holidays, off-days, and absences.

Person days are mostly used for activity delivery. A person day is 8 hours.

**DBID/amfori ID:** Unique identification number given to each producer in the amfori system. Used frequently to identify a producer on the amfori Platform.

**Designated AP staff (AP staff):** The employees of the AP who are qualified to conduct off-site quality activities.

**Direct Audience:** The parties that will be directly receiving, organizing, conducting, and/or reporting a quality activity.
Effectiveness: For the purpose of the Audit Quality Programme, effectiveness follows the ISO definition of the word: the extent to which planned activities are realised and planned results are achieved. Within different documents, “functionality” and “fit-for-purpose” are used interchangeably, intending to keep the same meaning as “effectiveness”.

Hour: For the purpose of the Audit Quality Programme, the indication of hours is used to describe the hours within business days. E.g. if the MP is expected to acknowledge an email within 24 hours, and the email is sent on a Friday, in a country where Saturday and Sunday are national off-days, this email should be acknowledged by the end of Monday business day in the recipient country.

Indirect Audience: The parties that may contribute to a quality activity, may be affected from the results of the activity, and/or may be requested to take action as a result of a quality activity.

Key Performance Indicators (KPIs): For the purpose of the Audit Quality Programme, KPIs may refer to two levels:

1- KPIs defined by the Monitoring Partner for their staff: As part of measuring the staff’s performance, a Monitoring Partner sets KPIs. For amfori BSCI operations, it is expected that a Monitoring Partner sets KPIs related to audit quality.

2- KPIs defined by amfori within the Audit Quality Programme. These KPIs may be related to the performance of the Audit Integrity Assurance Partner (AP), or the Monitoring Partner. The three main categories for these KPIs are:
   a. Timeliness
   b. Operational Quality
   c. Complaint Handling

Local Office (LO): The office(s) of the Monitoring Partner, where amfori BSCI operations are locally managed, away from where the amfori BSCI Scheme Manager is based.

MEMO: A MEMO is a stand-alone document that is issued by the amfori Secretariat under the conditions specified within relevant procedures. It is a document to be used in accordance with, and in addition to the BSCI Code of Conduct, and amfori BSCI System Manual.

Monitoring Partner (MP): Third party auditing/assessment company approved and engaged in amfori services.

Newly-Qualified Auditor: An Auditor who has been accepted for qualification by the amfori Secretariat, and successfully completed the 5-day amfori BSCI Auditor Qualification Course, within the reference year for a quality activity. A trainee auditor, who is in the process of completing their 10 audits, is also considered as newly qualified for the purpose of this programme.
Office Survey: An anonymous online survey addressed to the auditors, reviewers, and schedulers of a Monitoring Partner. The online survey is used to gather information about the day-to-day amfori BSCI operations of the company; the data collected within this survey is used as interview evidence. The link to the survey is shared at the end of the opening meeting of a BMO or Local Office audit, and it is valid for the duration of the on-site activity.

Off-Site Activity: For the purpose of the Audit Quality Programme, off-site activity includes any operation that does not require the AP staff to go to a location. Off-site activities can be in the form of document review, data analysis, or phone/Skype interviews.

On-Site Activity: For the purpose of the Audit Quality Programme, on-site activity includes any operation that takes place while the AP On-Site Staff is at the location of an on-site quality activity. The on-site activity phase ends once the auditor leaves the premises.

Partial Scope Activity: Quality activity covering a selected number of element(s)

Post-activity: For the purpose of the Audit Quality Programme, post-activity includes any operations that take place after the AP On-Site Staff leaves the location for an on-site quality activity. The post-activity phase ends when the activity report is submitted to the Monitoring Partner.

Pre-activity: For the purpose of the Audit Quality Programme, pre-activity includes any operation that takes place before an AP On-Site Staff arrives at the location of an on-site quality activity, including coordination, preparation, and travel. The pre-activity phase ends when the AP On-Site Staff enters the premises at which the activity will be conducted. If the activity is off-site, the pre-activity phase ends when the designated AP staff receives the requested documentation for review.

Provisionally Accepted Monitoring Partner(s): Monitoring Partner(s) that have applied to amfori to be eligible to conduct amfori BSCI audits, and are in the process of qualification. Please refer to the Audit Integrity Programme document for more information.

Quality Activities: A set of activities conducted by the AP, with the aim of ensuring and maintaining high standards in amfori BSCI audits.

Route: Refers to the management system implemented by the Monitoring Partner. The routes are explained in the Audit Integrity Programme document. The initial risk levels for the first quality activity of a Monitoring Partner is determined by the route they select.
The Audit Integrity Programme, and its components, are revised every 18 months. In the interim, stakeholders are welcome to provide feedback on the programme. To this end, the stakeholders may contact amfori main office via info@amfori.org.