'TRUSTED MARK' CERTIFICATION- APPLICATION & AUDIT STAGES

REGISTRATION WITH TM SECRETARIAT

Applicant to submit to TM Secretariat: latest Business Profile (last 3 months old) and completed application form with Registration fee

RECEIVE NOTIFICATION

Applicant to receive the followings:

1. Notification of acceptance of registration, 2. List of Approved CBs, 3. Standards requirement checklist for Self-evaluation
4. Notification of sample size and applicable fee for Mystery Audit (MA)

MYSTERY AUDIT

Mystery audit begins after receiving applicable fee from the applicant

CB FINALISATION

Applicant to finalise on CB for audit from the list of Approved CBs
 Submit Self-evaluated standards requirement checklist to the finalized CB

MYSTERY AUDIT REPORT

TM Secretariat to submit Mystery audit report to the finalized CB within 15 working days from the date of receiving intimation from applicant reg CB finalisation

E-AUDIT BY CB

CB auditor to e-audit the declaration and the Self-evaluated standards checklist submited by the Applicant and to finalise the dates for Site audit to suit mutual convenience

SITE AUDIT

CB auditor/Expert to visit the site for verification of documents and conduct interviews with applicant's concerned staff

'GAP' CORRECTION

CB to send its GAP report based on its Site audit and Mystery audit with recommendation for corrective actions
Applicant to submit status on corrective actions within recommended timeframe

COMPLETION OF CB AUDIT

If all corrective actions are satisfactory, the CB Audit is completed. CB to issue e-certificate to the certified retailer on receipt of their audit and certification fee. CB will inform TM Secretariat who will send demand for required fee payable and draft of the 'TRUSTED MARK' Usage Agreement to the applicant

ADMINISTRATION PROCESS

Applicant to inform to TM Secretariat - number of display certificate copies required (with display guidelines for all outlets) - Applicant to make Full Term Management Fee + Yearly Fee + other applicable fee payment to TM Secretariat.

'TRUSTED MARK' Usage Agreement to be signed

Certified Applicant to receive 'TRUSTED MARK' Certificate/s and Welcome Kit