

# TRUSTED Mark<sup>®</sup> SCHEME

## Trust 204:

### Self Evaluation by Client/ Weightage System/ Explanation of Audit Value Ratings

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On finalisation of a Certification Body (CB), client will receive an Excel file with several sheets with scores/ weights assigned to all criterias. Based on applicant's declaration of meeting criteria requirements in the file, the final score will automatically calculate the total points that the applicant can aspire for in the scheme. Points should be assigned only if the declaration can be supported with documentary proof to the assessor during the assessment process. Minimum 70 score is required to qualify for the Trusted Mark.

Total Score	Tick Mark to Select Your Level after self-evaluation and calculating your points in Excel File.
70 to 79.9	<input type="checkbox"/>
80 to 89.9	<input type="checkbox"/>
90 to 100	<input type="checkbox"/>

Weightage score	Criteria Heading
10	A. Regulatory Compliance (A.1 – A.4)
2	B. Practices and Systems – 1. Sustainability (B1.1 – B1.3)
5	B. Practices and Systems – 2. HR practices (B.2.1 – B.2.6)
5	B. Practices and Systems – 3. Communication (B.3.1 – B.3.5)
8	B. Practices and Systems – 4. Goods and Services (B.4.1 – B.4.5)
8	B. Practices and Systems – 5. Terms and conditions of sale (B.5.1 – B.5.6)
8	B. Practices and Systems – 6. Transactions and Accounting (B.6.1 - B.6.3)
4	B. Practices and Systems – 7. IT Ecosystem (B.7.1 – B.7.5)
25	C. Customer Relations – 1. Customer Service, Feedback and Dispute Resolutions (C.1.1 - C.1.2)
25	C. Customer Relations – 2. Customer data, their safety & privacy (C.2.1 – C.2.3)
<b>100</b>	<b>Total</b>

Explanation of Audit Value Ratings		
Audit Score Points (ASP)		
BLANK	Not Applicable (NA)	The criteria is <b>Not Applicable (NA)</b> to the applicant
0	No Conformity	<b>Non-Conformity</b> to the criteria
1	Conformity Deficient	Conformity to the criteria but planning and execution both require substantial improvement
2	Improvement Needed	The criteria / process is in place but not properly documented or executed. There is a high probability that the criteria / system will not produce required results. Improvements to the process / documentation are required.
3	Acceptable	The criteria / process is included in the applicant's system. Planning and execution meet these requirements. There is a high probability that the applicant's system will produce required results
4	Outstanding	The criteria / process is included in the system. Planning and execution are thorough and exceed these requirements. It is certain that the system will produce exemplary results

For clarifications contact any approved certification body or Trusted Mark Secretariat  
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