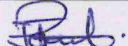
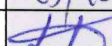


MONITORING PROCESS SOP

Title: Standard Operating Procedure for Monitoring Process			
SOP no:	ERB/ENF/SOP/002	Effective date:	
Version:	00	User:	ENF Dept
Written by:	Enforcement Officer	Signature:	
		Date:	03/10/2024
Checked by:	ISO Consultant	Signature:	
		Date:	03/10/2024
Approved by:	Enforcement Head	Signature:	
		Date:	03/10/2024

1.0 PURPOSE

The purpose of this procedure is to implement and maintain controls required to support the Monitoring activities determined by the ERB as being necessary for effectiveness of the Quality Management System.

2.0 SCOPE

This procedure is applicable to all day-to-day operations within the Monitoring section. It ensures consistency, continual suitability and effectiveness of the services delivered from this section to the internal and external customers.

3.0 RESPONSIBILITY

The Monitoring Manager has overall responsibilities of implementation of this procedure within ERB,

4.0 AUTHORITY

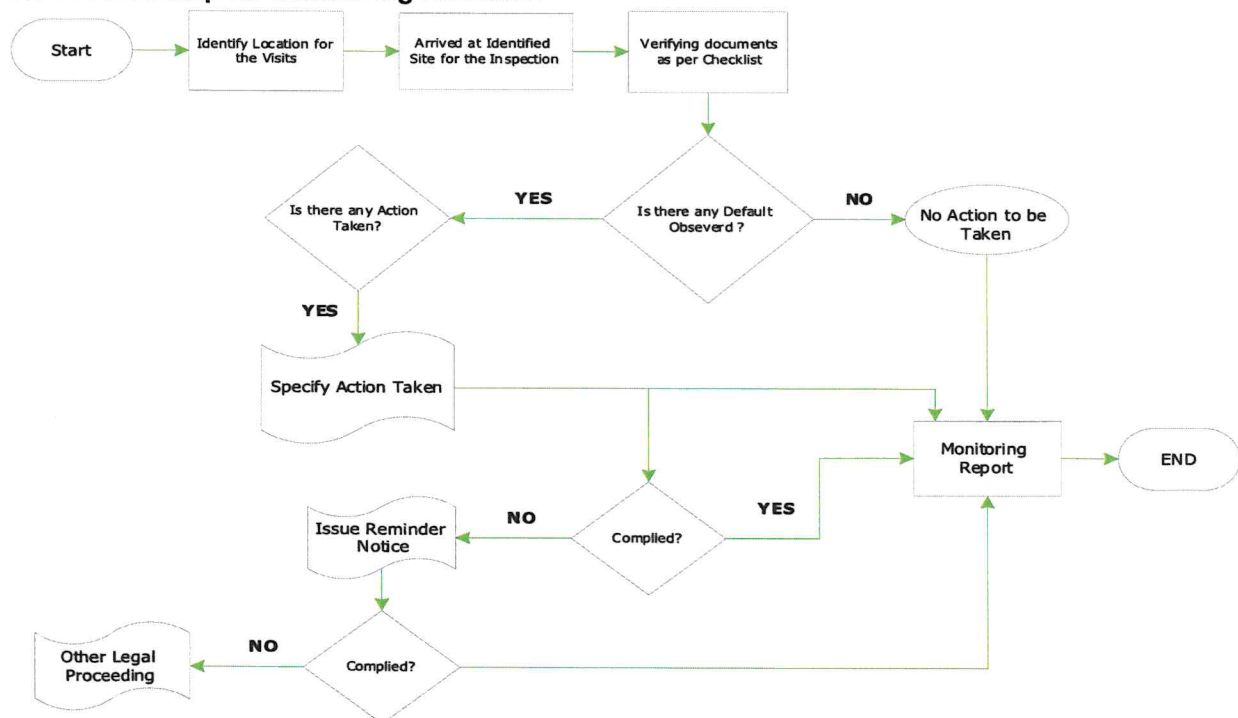
Enforcement Director has the overall authorities for implementation of this procedure, this includes creation, amendment and review of this document.

MONITORING PROCESS SOP

5.0 DESCRIPTION OF THE PROCEDURE:

- 5.1 The Enforcement Officers shall identify location for the visit by preparation of programme and budget for the Monitoring activities.
- 5.2 The Officers shall carry out Inspection/Audit visits according to the programme.
- 5.3 The Officer when arrived at the identified Site shall verify the documents on site as per the checklist provide on Monitoring Regulation depending on type of Monitoring activities.
- 5.4 The Officer identifies if there is any default which were observed and issue Notices as provided on Monitoring Regulation (Administration of Defaults) and require the defaulter to comply.
- 5.5 The Officer shall follow up on the compliance of the Notices issued to the defaulter by writing reminder notices.
- 5.6 If the defaulter failed to comply on both first notice and reminder notice further Legal proceeding will be taken against the Defaulter.
- 5.7 Finally, the Officer shall prepare the Report Monitoring.

6.0 Process Map for Monitoring Activities



MONITORING PROCESS SOP

6.1 Responsibility Matrix for Monitoring Activities

Activity	1	2	3	4	Documented Information
Identify Site for the Visit	x	x			Prepared Programme
Verifying Document on Site	x	x			Checklist of site Inspection
Issuing Notices to defaulter	x	x			Copy of Notice issued
Issuing Reminder Notice	x	x	x	x	Copy of Reminder Notice
Prepare Document for Legal Proceeding			x		Legal proceeding document

Key:

1. Enforcement Officer
2. The AR-E
3. Legal Officer
4. The Registrar