1. Request for AQM-Managed CAP**

2. Check the number of findings to be included

3. Prepare SA and send it to Auditee for approval

4. Approval of SA

   - Yes
   - No
   - 4a. Request suspended

5. APM will inform AQM

6. AQM confirm instructions / process with Auditee***

7. Prepare CAP root causes investigation, propose correction, corrective and preventive actions

8. AQM review CAP submitted by Auditee***

9. CAP Approved

   - Yes
   - No
   - 9a. CAP Approved

10. Implement correction, corrective and preventive actions

11. Submit evidence of implementation and monthly updates

12. AQM review evidence submitted by Auditee***

13. CAP Actions Implemented

14. CAP completed

END of process****

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** See VAP OPS Manual Appendix 1 and 4 for alignment to overall VAP process

** Write to vap@responsiblebusiness.org to request for AQM-Managed Service

*** AQM to written communication & feedback to Auditee within 2 working days

**** End of process – auditee needs to request for closure audit via EICC ON.

*S CAP may be submitted for approval up to 3 times (2 weeks per cycle)
Major, Minor and Non Conformance - AQM-Managed CAP (Auditee Pay Model)

1. Request for AQM-Managed CAP
2. Check the number of findings to be included
3. Prepare SA and send it to Auditee for approval
4. Approval of SA
4a. Request suspended
5. APM will inform AQM
5a. APM will inform EICC Accounting to invoice
6. AQM confirm instructions / process with Auditee
7. Prepare CAP root causes investigation, propose correction, corrective and preventive actions
8. AQM review CAP submitted by Auditee
9. CAP Approved
10. Implement correction, corrective and preventive actions
11. Submit evidence of implementation and monthly updates
12. AQM review evidence submitted by Auditee
13. CAP Actions Implemented
14. CAP completed

Timeline:
- Days 0-14
- Days 14-16
- Days 24-42
- Day 30 and then Monthly until all are closed (12 months maximum)

Audittee

AQM

APM

Member Company (Attachment B Recipient)

* See VA OPS Manual Appendix 1 and 4 for alignment to overall VAP process
** Write to vap@responsiblebusiness.org to request for AQM-Managed Service
*** AQM to written communication & feedback to Auditee within 2 working days
**** End of process - auditee needs to request for closure audit via EICC ON.,
*5 CAP may be submitted for approval up to 3 times (2 weeks per cycle)