



ASSESSMENT GRADING

ORGANIZATIONAL INFORMATION

Date of Assessment:	1 st January 2019
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Organization Name:	Sample
Country:	United States of America
Chief Executive Officer:	Mr John Smith

Website:	www.sample.com
Primary Activities:	Example
Year Established:	2006
Number of Employees:	12
Importer?	Yes
Exporter?	No
Description of Organization:	This is a sample organization

OVERALL GRADING

219 <i>Assessed Grade</i>	279 <i>Maximum Possible Grade</i>
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Notes:

The Quality in Business Certification Program is managed by the International Trade Council. This Council is committed to continuous improvement and we encourage open communication and contributions from all our stakeholders. All feedback received is valued and is used to improve our services.

If you would like to further discuss any aspect of this service, please contact the Client Service team via email at feedback@qibcertification.org.



GRADING

Product and/or Service Offerings

Maximum Grade Possible:	36
Score:	Calculated from response results
Areas for Improvement:	Bullet point list of all items which had a "0" score

Quality Policy and Procedures

Maximum Grade Possible:	11
Score:	Calculated from response results
Areas for Improvement:	Bullet point list of all items which had a "0" score

Human Resource Management

Maximum Grade Possible:	46
Score:	Calculated from response results
Areas for Improvement:	Bullet point list of all items which had a "0" score

Document Management

Maximum Grade Possible:	30
Score:	Calculated from response results
Areas for Improvement:	Bullet point list of all items which had a "0" score

Customer Service

Maximum Grade Possible:	12
Score:	Calculated from response results
Areas for Improvement:	Bullet point list of all items which had a "0" score

GRADING

Risk Management

Maximum Grade Possible:	9
Score:	Calculated from response results
Areas for Improvement:	Bullet point list of all items which had a "0" score

Business Continuity Management

Maximum Grade Possible:	9
Score:	Calculated from response results
Areas for Improvement:	Bullet point list of all items which had a "0" score

Accounting and Finance

Maximum Grade Possible:	15
Score:	Calculated from response results
Areas for Improvement:	Bullet point list of all items which had a "0" score

Facilities Management

Maximum Grade Possible:	9
Score:	Calculated from response results
Areas for Improvement:	Bullet point list of all items which had a "0" score

Conservation and Energy Efficiency

Maximum Grade Possible:	15
Score:	Calculated from response results
Areas for Improvement:	Bullet point list of all items which had a "0" score



GRADING

Recycling and Waste Reduction

Maximum Grade Possible:	12
Score:	Calculated from response results
Areas for Improvement:	Bullet point list of all items which had a "0" score

Health and Safety

Maximum Grade Possible:	10
Score:	Calculated from response results
Areas for Improvement:	Bullet point list of all items which had a "0" score

Corporate Social Responsibility

Maximum Grade Possible:	12
Score:	Calculated from response results
Areas for Improvement:	Bullet point list of all items which had a "0" score

Physical Security

Maximum Grade Possible:	19
Score:	Calculated from response results
Areas for Improvement:	Bullet point list of all items which had a "0" score

Information Technology / Cyber Security

Maximum Grade Possible:	30
Score:	Calculated from response results
Areas for Improvement:	Bullet point list of all items which had a "0" score



GRIEVANCES AND APPEALS

If you are unhappy with the outcome of your assessment, you have a right of appeal.

The appeals/grievance process is:

- 1) Ask the Assessor to explain their decision in more detail. Discuss the areas they feel required more attention or more evidence
- 2) If you are happy with their explanation, work together on a development plan for improvement, or to provide additional evidence of your competence
- 3) If you are still unhappy after hearing the Assessor's explanation, then your appeal/grievance should be made in writing to the Assessments Department.

Any grievance about the program and resulting decision will be managed in strict confidence.