

CSCA Company Audit Requirements (Service Providers only)



The CSCA sets and audits adherence to, standards for its members' management systems. If a management system that complies with CSCA standards is implemented by a member, they have the capability of delivering a good outcome.

Prior to the audit

The documents that you need to submit, by email only, are:

- **Registration Form** (*CSCA Registration Form 2020/V1Jun20*)
- **Statement of Compliance (you must submit a SoC for each category that you are applying for).**

NOTE (1): The SoC document is in-effect a 'self-audit'

NOTE (2): Before completing the SoC it is strongly recommended that you read through the corresponding Service Delivery Standard: ([CSCA SDS Maintenance Water Treatment/V6SEP18](#)) for Maintenance Water Treatment for Closed Heating and Cooling Systems or ([CSCA SDS Pre-commission and remedial cleaning/V1FEB19](#)) for Pre-commission and remedial cleaning of Closed Heating and Cooling Water Systems.

Aim of the Audit

There are two primary aims to the audit of the CSCA member and one secondary aim.

1. Checking the members' management procedures to ensure they meet the requirements of the CSCA standard
2. Checking evidence from customer files that the procedures have been used consistently on real jobs and contracts
3. Work with the member and help them to tighten their management systems and improve their service delivery consistency and standard

Methodology of the Audit

We ask the member to be present and make available their client files for audit. The CSCA auditor will select several client files at random and should not be led by the member in selecting evidence.

The members' procedures should explain the members' approach to delivery of a job or contract from initial contact, survey, scoping, quotation, implementation and reporting. There should also be a procedure for self-audit and client review. The member's representative present at the audit should be able to explain all the internal procedures and systems. The CSCA auditor should gain an understanding of the capability of the member company but this should be based on the company procedures rather than the ability of the member's representative.

Where there is divergence from the CSCA standard the auditor must note a non-conformance on the audit report with a suggestion for improvement. Timescale for improvement would normally be three months, but the auditor may wish to make this shorter. The maximum timescale to improve is three months.

The member has the right to appeal any non-conformance on the basis that the CSCA standard does not require whatever the non-conformance is based on. Appeals will be decided by members of the Management Committee.