

# Certima Scores High across BRCGS, IFS, RvA and our customers

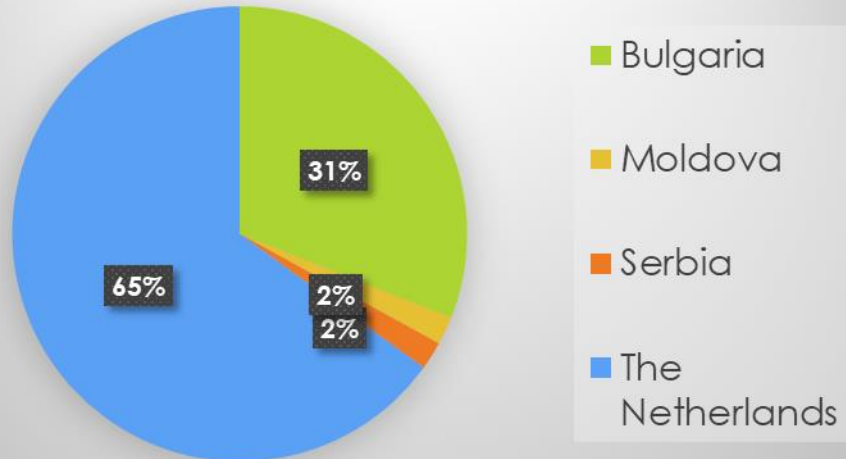
**APRIL 2023**

# Certima™ and our customers

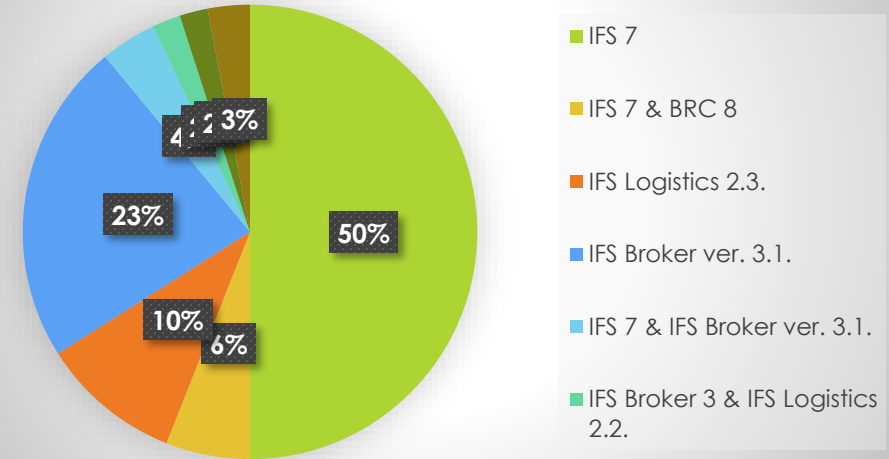
# Customer survey 2022

- 52 companies sent feedback through the website;
- The rest of feedback was gathered during phone calls and is in process of analysis and will be taken into consideration for further improvements.

### Distribution by country

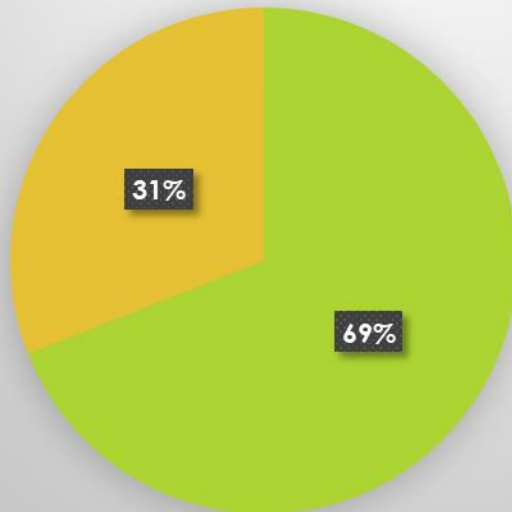


### Distribution by standard



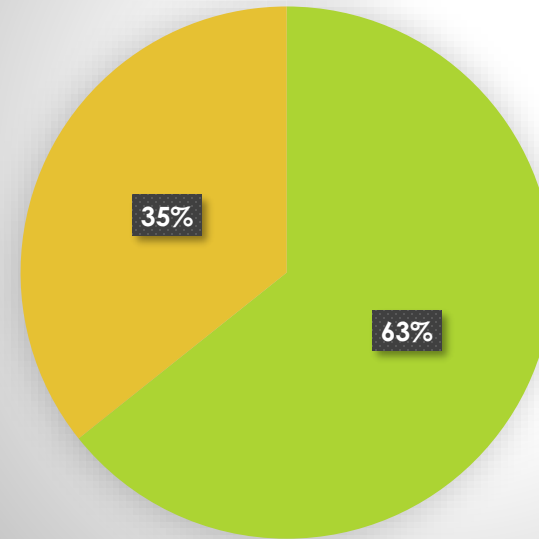
# Customer survey 2022

1. The contact with Certima office regarding requests, offers and planning of audit is pleasant, the handling of questions is smooth and correct.



- Agree, as expected
- Strongly agree, beyond expectations

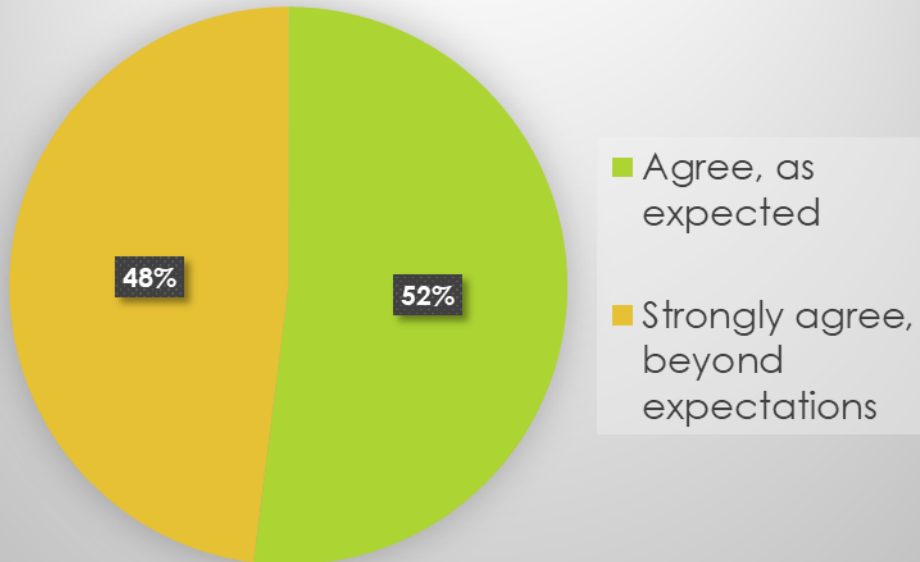
2. The auditor has good knowledge of our industry, products and processes.



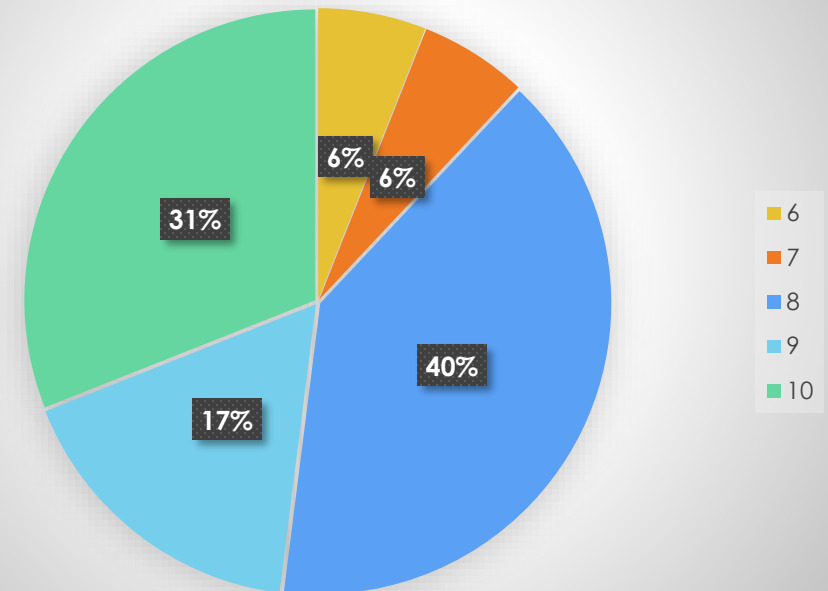
- Agree, as expected
- Strongly agree, beyond expectations

# Customer survey 2022

3. The auditor has explained their findings carefully and convincingly substantiated.



4. What grade do you give for our cooperation?



# Certima™ & BRCGS

# BRCGS stars rating

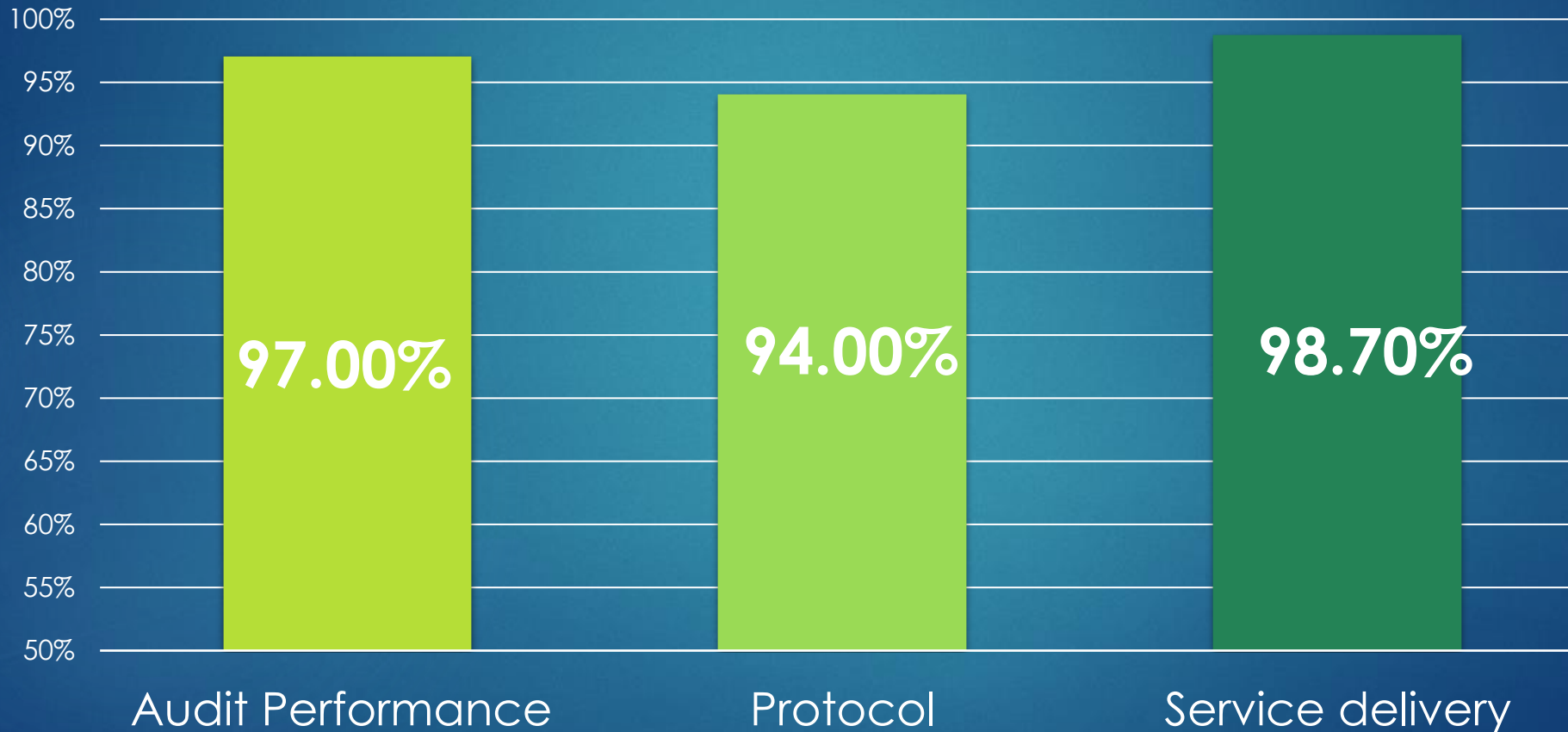


There are 12 CBs, operating in The Netherlands.  
50% of them hold 5 stars.  
50% of them hold 4 stars.

Certima holds 5 stars since the beginning of its operation in 2019.  
During the latest KPI assessment (H2, 2022) we gained **98.21 %**.

# BRCGS KPI results

final score 98.21 % (five stars requirement is >90%)

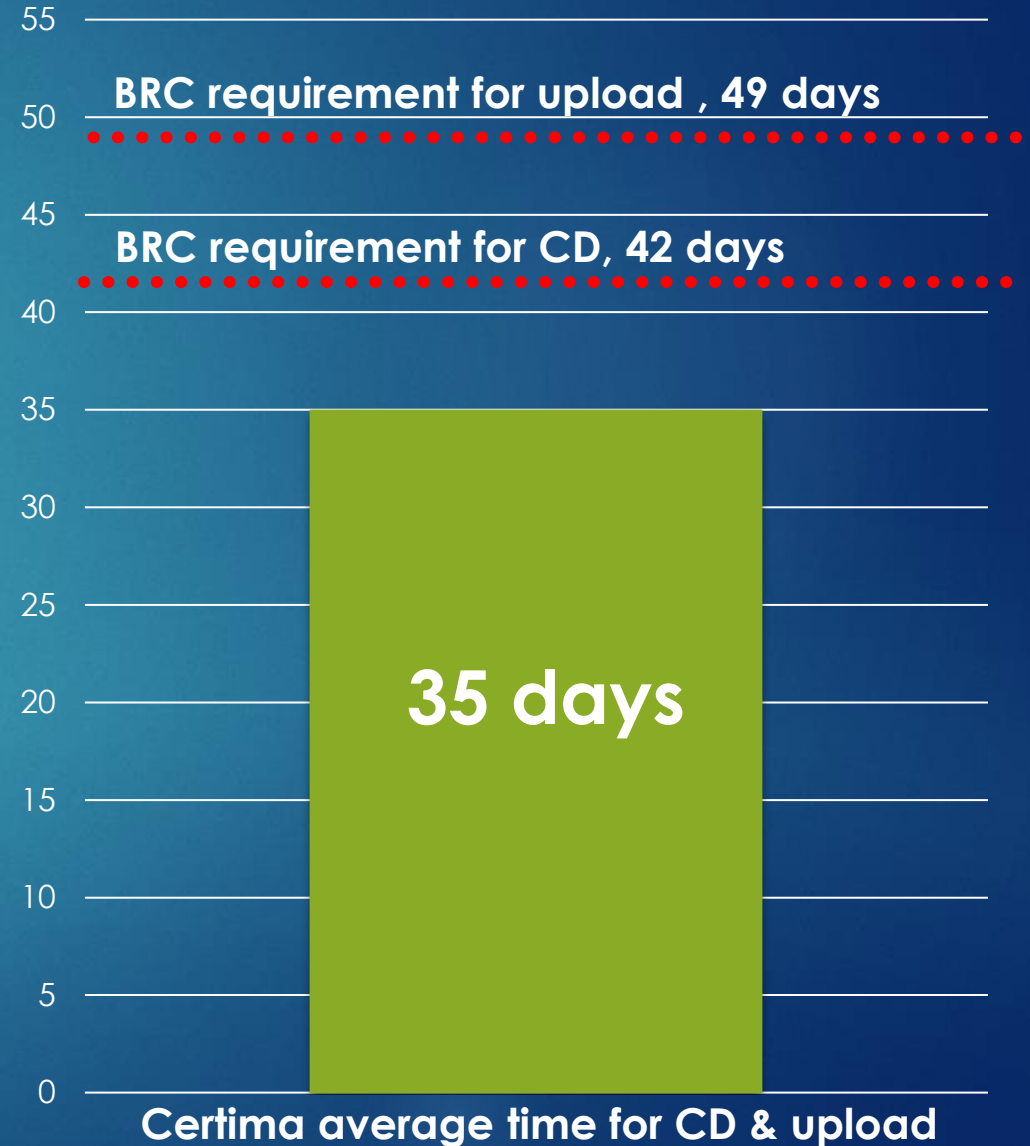






# BRCGS – time for certification decision and upload

- ▶ BRC requirement for certification decision is **42 days**
- ▶ BRC requirement for upload is **49 days**
- ▶ Certima average time for CD and upload – **35 days**



# Certima™ & IFS

zer  failures

- ▶  late files
- ▶  administrative or retail complaints



# IFS – time for certification decision and upload

- ▶ IFS requirement for CD and upload is 56 days
- ▶ IFS recommendation for CD and upload is 42 days
- ▶ Certima average time – 41 days



# Certima™ & RvA

# RvA assessments

Since Certima's initial accreditation in January 2019, RvA has performed over **15 office and witness assessments** of our CB in 4 years.

During all these assessment **only 2 minor NCs** has been raised.

4 years

15  
assessments

2 minor NCs

**Thank you for your ongoing collaboration!**

**Certima™ Team**

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