



Licensing

Quality Management SOP

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1. General

Licensing activities shall be structured and managed so as to safeguard impartiality.

Fairtrade Lëtzebuerg shall be responsible for, and shall retain authority for, its decisions relating to Licensing.

Fairtrade Lëtzebuerg is committed to impartiality, confidentiality, and the objectivity of its activities, with procedures for identifying and addressing conflict of interest and threats to Impartiality.

All Fairtrade Lëtzebuerg's policies and procedures are non-discriminatory. Procedures are not used to impede or inhibit access to applicants without due justification.

1.1. Publically available information

Fairtrade Lëtzebuerg makes the following information publically available on its website:

- Fairtrade Lëtzebuerg contact details.
- Licensing SOP
- Application Policy and procedure.
- Allegations Policy and Complaints Policy

1.2. Nomenclature

Fairtrade Lëtzebuerg uses Fairtrade International's terminology for all licensing activities.

2. Overall responsibility

Fairtrade Lëtzebuerg identifies the person or persons having overall authority and responsibility for the following areas.

AREA	RESPONSIBLE
development of policies relating to the operation of the Licensing body;	Licensing Manager
supervision of the implementation of the policies and procedures;	Licensing Manager
supervision of the finances of the Licensing body;	Executive Director
development of Licensing activities;	Licensing Manager
development of Licensing requirements;	Licensing Manager
contractual arrangements;	Licensing Manager
provision of adequate resources for Licensing activities;	Executive Director
responsiveness to complaints and reconsiderations;	Executive Director
personnel competence requirements;	Executive Director
Quality Management System of the Licensing body.	Licensing Manager
Risk Management Plan	Licensing Manager

3. Personnel records

Fairtrade Lëtzebuerg shall maintain the following records on the personnel involved in the Licensing process:

- name and address;
- employer(s) and position held;
- educational qualification and professional status;
- experience and training;

- the assessment of competence;
- performance monitoring;
- authorizations held within the Licensing body;
- date of most recent updating of each record.

4. Quality Management System

Fairtrade Lëtzebuerg shall establish and maintain a management system that is capable of achieving the consistent fulfilment of the requirements of the Requirements for Licensing Bodies (RLB).

The Licensing Manager shall establish, document, and maintain policies and objectives for fulfilment of the Requirements for Licensing Bodies and the Licensing scheme and shall ensure the policies and objectives are acknowledged and implemented at all levels of Fairtrade Lëtzebuerg.

4.1. Quality Manager

The Quality Manager shall be the Licensing Manager, or such other person as designated by the Executive Director.

The Quality Manager is responsible for all matters related to the maintenance of Fairtrade Lëtzebuerg's status as a Licensing body with Fairtrade International.

The Quality Manager shall:

- ensure that processes and procedures needed for the management system are established, implemented and maintained;
- report to top management on the performance of the management system and any need for improvement.

4.2. General management system documentation

All documentation, processes, systems, records, etc. related to the fulfilment of the requirements of the RLB shall be included, referenced, or linked to the documentation of the management system.

All personnel involved in Licensing activities shall have access to the management system documentation and related information that are applicable to their responsibilities.

The definition of specific responsibilities is covered in the **FL Licensing SOP**.

The definition and location of Quality Management documents (e.g. SOP, Policy, Manual) is covered in the **FL Document Control SOP**.

4.3. Change of ownership or organisational structure

The Quality Manager shall notify Fairtrade International of any changes to the ownership, organizational structure or constitution of Fairtrade Lëtzebuerg within five calendar days.

4.4. Control of documents and records

The control of documents is covered by the FL Documents Control SOP.

4.5. Control of data

The control of data is covered by the FL Data Control SOP.

4.6. Risk assessment

The Quality Manager shall keep current a Risk Assessment of its Licensing Operations. This Risk Assessment should be updated whenever there are significant changes that might affect risk.

Risks include but are not limited to:

- Risks to impartiality
- Risks to confidentiality
- Risks to data control
- Financial Risks
- Disaster and Public Health Risks

After each Risk Assessment a Risk Management Plan is updated and both are presented to the Executive Director.

The Quality Manager is responsible for implementing the Risk Management Plan.

4.7. Internal Review

The Licensing Manager shall continuously review Licensing operations to detect actual and potential weaknesses including non-conformities to RLB. The nature of the weakness, the actions taken and the result achieved are recorded.

Once a year the Quality Manager does a review of key Licensing processes on a sample basis, documenting any divergences from written procedures, and informs the Licensing Manager. If the Quality Manager is the Licensing Manager then wherever possible the review should be done by another person.