

Procedures and Sanctions for Non-Conformities – K-GMP (ISO 22716)

Information for clients in EcoControl's K-GMP programme (not accredited)

1 Scope

This information applies to audits under EcoControl's K-GMP programme based on ISO 22716 (Good Manufacturing Practices for cosmetics). K-GMP audits take place annually. The programme is not part of EcoControl's scope of accreditation. All deadlines are **calendar days** and run **from the audit date**.

2 Grading and deadlines

Grade	Meaning	Deadline
Minor non-conformity	A requirement is partly unmet, without effect on product quality.	Implementation by the next audit; verified there
Major non-conformity	An essential requirement of ISO 22716 is unmet or product quality may be affected.	28 days
Critical non-conformity	Immediate threat to product safety or quality.	Immediate reaction; correction within 28 days

3 Procedure

- You receive the non-conformities with their deadline together with the audit report; **from 01.01.2027** you find them in the **EcoControl customer portal** under "My non-conformities".
- Submit the evidence for major and critical non-conformities to EcoControl on time. Follow-up is done by EcoControl in consultation with the auditor.
- An extension of up to 28 days may be requested in writing before the deadline expires; EcoControl decides case by case.
- If a deadline is missed, you receive a reminder charged according to the fee schedule.
- When all non-conformities are closed, you receive a confirmation (from 01.01.2027 in the portal mailbox).
- EcoControl decides whether an additional on-site audit is needed to verify the corrections.

4 Sanctions

- While a major non-conformity is open, no certificate is granted or renewed.
- A major non-conformity not closed by the deadline may lead to suspension or withdrawal of the certificate.
- For critical non-conformities EcoControl immediately considers suspension.
- Reasons are given in writing with reference to the requirement not met. You may appeal within 4 weeks (28 days): beschwerde@ecocontrol.online.