

# PRACTICAL FACT SHEETS

QES – 0005/2

Reference base	ISO 9001: 2015	ISO 14001: 2015	ISO 45001: 2018
§	Miscellaneous: Certification conditions		

## Issue raised

For trading or distribution activities, what does the term “products and services” refer to?

## Response

For trading or distribution activities, whenever the term “products and services” is encountered in the standard, this should be understood as the trading or distribution service and not as physical products or services being traded or distributed.

Among other things, the auditor will examine the purchasing, supplier management, logistics management and after sales service processes.

Examples:

- The service provided by an insurance broker involves finding the best insurance for a customer and putting this customer in touch with the recommended insurer although the broker does not provide the insurance service.
- A trader ensures that a delivery meets the agreed requirements (including the references of the goods delivered, conservation, quantity, delivery date, documentation, precautions in use, material safety data sheets, etc.). For its part, the supplier has responsibility for ensuring the conformance of the goods concerned.
- For a fuel distributor, the product and services include the storage operation with regard to related environmental risks and hazards.

**Keyword(s):** Distribution, Trading.

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