Global Retailer and Manufacturing Alliance, Inc. (GRMA) - Certification Program V2.0

Public Stakeholder Consultation

Where to provide feedback:
GFSIBM@theconsumergoodsforum.com

Before: 24 December 2026 at midnight CET

Global Retailer and Manufacturing Alliance, Inc. (GRMA) - Certification Program V2.0

GFSI Benchmark Assessment Report

Final Version: 17.04.2026

Application information

Assessment team and date

Certification programme Name(s)	Global Retailer and Manufacturing Alliance, Inc. (GRMA) Certification Program V2.0 (GRMA 455-Standards Master Scheme Document V2.0 and NSF/ANSI 455-2 for Dietary Supplements)
Certification programme owner name and address	GRMA 321 W. Winnie Lane #104, Carson City, NV 89703, USA
Certification programme owner name, email, contact number	GRMA ashultis@grmalliance.org (610)945-1797 (office)
Date of previous application if applicable	N/A
Benchmark Leader name and contact details	Karen Betts
GFSI Senior Technical Manager name	Karla Mijatovic
Observers name	N/A
Interpreter's name (if applicable)	N/A
Date of this office assessment	18th and 19th August 2026
Language (e.g. English or other)	English

Scopes including in this application

GFSI Scopes		Scopes applied for
AI	Farming of Animals for Meat/ Milk/ Eggs/ Honey	
AII	Farming of Fish and Seafood	
BI	Farming of Plants (other than grains and pulses)	
BII	Farming of Grains and Pulses	
BIII	Pre-process Handling of plant products	
C0	Animal Conversion	
CI	Processing of perishable animal products	
CII	Processing of Plant Perishable Products	
CIII	Processing of Animal and Plant Perishable Products (Mixed Products)	
CIV	Processing of Ambient Stable Products	
D	Production of Feed	
E	Catering	
FI	Retail / Wholesale	
FII	Food Broker / Agent	
H	Provision of Food Safety Services	
G	Provision of Storage and Distribution Services	
I	Production of Food Packaging	
JI	Hygienic Design of Food Buildings and Processing Equipment (for building constructors and equipment manufacturers)	
JII	Hygienic Design of Food Buildings and Processing Equipment (for building and equipment users)	
K	Production of (Bio) Chemicals (Additives, Vitamins, Minerals, Bio-cultures, Flavourings, Enzymes and Processing aids)	

Executive summary and recommendation to the GFSI Steering Committee

Executive summary

Overview of the Assessment Process

GRMA applied for recognition against the GFSI Benchmarking Requirements (BMR) Version 2024 for scope K Production of (Bio) Chemicals (Additives, Vitamins, Minerals, Bio-cultures, Flavourings, Enzymes and Processing aids). The benchmarking process was conducted as an integrated assessment to ensure a seamless transition from v2020.1 to v2024.

The purpose of the GFSI assessment was to evaluate the Global Retailer and Manufacturing Alliance, Inc. (GRMA) Certification Program V2.0 (GRMA 455-Standards Master Scheme Document V2.0 and NSF/ANSI 455-2 for Dietary Supplements), issued by the CPO, in compliance with the GFSI Benchmarking Requirements 2024 version.

Desktop Review & Technical Verification

The benchmarking cycle commenced with a comprehensive preliminary Desktop Review of the Global Retailer and Manufacturing Alliance, Inc. (GRMA) Certification Program V2.0 (GRMA 455-Standards Master Scheme Document V2.0 and NSF/ANSI 455-2 for Dietary Supplements), completed remotely by the BML (Benchmark Leader) Karen Betts (KLB) in May, June and July 2026, and was based on the review of the evidence provided by the Certification Programme Owner in the self-assessment excel files for GFSI part II and III to cover the scope of recognition applied (K), ensuring that it contained sufficient objective evidence to proceed to the onsite assessment phase.

All findings raised, concerning the request of additional information and misalignments with the self-assessment of CPO, have been communicated in writing and discussed with the CPO during the review call on 12th June 2026 and subsequently at the Office Visit conducted on 18th and 19th August 2026.

Office Visit and Findings

An Office Visit (OV) was conducted on 18th and 19th August 2026, by Benchmark Leader (KLB). The assessment identified two non-conformities related to initial auditor qualifications and clarity on timelines for awarding certification.

No critical findings or other impeding factors were raised. The office assessment was carried out in person on 18th and 19th August by the GFSI BML (KLB) and achieved the main purpose to

verify the implementation and alignment of the new requirements and the Certification Programme Owner's Integrity Programme through sampled record reviews.

Validation of Corrective Actions (November 13th, 2026)

Following the Office Visit, the CPO submitted a formal Corrective Action and Preventive Action (CAPA) plan. The GFSI Senior Technical Manager Karla Mijatovic (KM) conducted a final technical validation of these actions on November 13, 2026. This validation included:

Verification of Root Cause Analysis (RCA): Ensuring the CPO identified the underlying procedural gaps rather than just implementing superficial fixes.

Validation of Evidence: GRMA updated their spreadsheet for gathering data on auditor/reviewers from Certification Bodies. Evidence was presented from the specific two auditors identified without clear information. Clarity was presented for GRMA steps to certification and the timelines permitted.

Final Approval: The Senior Technical Manager officially accepted the close-out of all findings, confirming that the GRMA system is now in full conformity with BMR v2024.

Conclusion

The benchmarking process encountered no significant complexities that would impede recognition. The Senior Technical Manager concludes that the assessment was transparent, evidence-based, and compliant with GFSI protocols. The report is now deemed validated for the 4-week public stakeholder consultation.

Recommendation to the GFSI Steering Committee

Results of assessment and office visit

Time and location details

	Location	People present GFSI, consultant, CPO. Names and roles	Date and time
Self-assessment review	remote	Karen Betts BML	May, June, July 2026
Review calls	remote	Karen Betts BML Allyn Shultis GRMA Executive Director	12th June and 19th August 2026.
Office visit	840 1st ave suite 400, King of Prussia, PA 19406	Karen Betts BML Allyn Shultis GRMA Executive Director	18th and 19th August 2026.

Overview of Certification Programme

Global Retailer and Manufacturing Alliance (GRMA) is a non-profit member-based organization consisting of retailers, manufacturers, trade associations, and certification bodies; that exists solely to advance global quality and safety standards in the following Health & Wellness categories:

- Dietary supplements
- Cosmetics
- Over-the-counter drugs

As an independent certification program owner (CPO), GRMA goal is to have a single audit system that's used by qualified certification bodies, is widely accepted and credible, and will improve GMP compliance and consistency across the retail landscape.

General compliance, strengths and weaknesses

GRMA Certification Program V2.0 has been reviewed and updated to ensure alignment with GFSI BMR v2024 by technically competent industry representatives forming a working group to draft the Standard documents. The documents had input from their stakeholder Technical Committee and publication ratified by their Board.

The program has strong communications with their one Accreditation Body and GRMA currently have two approved Certification Bodies with a third in the approval process.

The review of the self-assessment documents and corresponding submitted evidence was carried out by the Benchmark Leader before concerns were discussed and clarified before the office visit on 18th and 19th August.

During the office visit, carried out in person, the Benchmark Leader interviewed the Certification Programme Manager, reviewed documents, performance data and sampled certification records. The Integrity programme process was discussed and evaluated.

A total of two “partial” findings against the benchmark requirement’s part II around lack of evidence to demonstrate new auditors had fulfilled the requirements as well as lack of clarity on GRMA expectation for timelines on steps to certification.

The main points of strength on the management of the Certification Programme are:

- Structured development process of the Programme involving industry experts.
- Transparent communication with two certification bodies and ANSI/ANAB Accreditation Body, GFSI, stakeholders and interested parties.

No points of weakness have been recognised in the management of the Certification Programme.

The misalignments regarding the GFSI requirements have been highlighted as partial non-conformities and promptly addressed by the CPO.

Changes made to the certification programme following the GFSI assessment

The CPO GRMA, following the GFSI assessment, has supplied the corrective action plan containing the revised requirements.

List of findings

Element reference	Non-conformity	Partly / no	Corrective action	Recommendation from Benchmark Leader	Decision from GFSI Senior Technical Manager
4.1	GRMA 455-Standards Master Scheme Document V1.2 and v2.0, Section 8.4.3 requires auditors to complete a minimum of three assessments against program requirements they are seeking to become qualified for. The assessments at a minimum shall include at least one witness audit, completion of all GRMA training, and demonstrated competence to the assessor. Section 8.4.4 - Auditors must have successfully completed a period of supervised training (including witnessed audits) in practical assessment through 120 audit hours (minimum 15 audit days) within the sector. The 15 audit days should include at least three facilities.	Partly	GRMA updated their tool to collect data on auditor/reviewer qualifications from Certification Bodies. Evidence was presented for the two specific auditors identified during the assessment that initially did not have clear information to confirm their qualifications.	Accepted for close out KLB	Accepted. The corrective action successfully resolves the systemic root cause while addressing the individual auditor profiles. The supplementary evidence supplied for the two sampled auditors—specifying site names, dates, and GFSI-recognized standards—demonstrates that the CB's initial auditor qualification process is actively operational and fully compliant with the GFSI BMR

Element reference	Non-conformity	Partly / no	Corrective action	Recommendation from Benchmark Leader	Decision from GFSI Senior Technical Manager
	Evidence was not clearly available to demonstrate how two sampled auditors fulfilled these requirements.				mandate requiring Certification Bodies to maintain a documented initial auditor qualification program. Validated by KM 13. Nov.2026
5.24	Discussed review and certification timeline as 10 days to review corrective actions once received and 10 days following certification decision to issue final report and certificate. Expectation is therefore a total of 20 business days from receipt of corrective action from site. Timelines are tracked as part of KPIs. Corrective action from a sampled CB did not appear to fulfil GRMA requirements.	Partly	Clarification of program requirements as: Within 10 business days after the audit – CB issues audit report Within 10 business days after receipt of audit report – client submits corrective action Within 10 business days after receipt of corrective action – CB reviews the response	Accepted for close out KLB	Accepted. The CPO has successfully demonstrated that their normative documents strictly define the timescale for the return, completion, and verification of corrective actions (10-day cycles). Crucially, the CPO verified that

Element reference	Non-conformity	Partly / no	Corrective action	Recommendation from Benchmark Leader	Decision from GFSI Senior Technical Manager
			Discussed action with CB as adequate		these actions occur prior to the certification decision, aligning with the requirement that verification must happen before certification is awarded. The clarification adequately addresses the CB's initial misinterpretation of the timeline, ensuring the overarching CPO rules are enforced. The finding is effectively addressed and formally closed. Validated by KM 13. Nov.2026

Root Cause Analysis (RCA) Summary

Finding 1: *GRMA 455-Standards Master Scheme Document V1.2 and v2.0, Section 8.4.3 requires auditors to complete a minimum of three assessments against program requirements they are seeking to become qualified for. The assessments at a minimum shall include at least one witness audit, completion of all GRMA training, and demonstrated competence to the assessor. Section 8.4.4 - Auditors must have successfully completed a period of supervised training (including witnessed audits) in practical assessment through 120 audit hours (minimum 15 audit days) within the sector. The 15 audit days should include at least three facilities. Evidence was not clearly available to demonstrate how two sampled auditors fulfilled these requirements.*

Root Cause:

The GRMA program requirements and auditor activation guidance clearly articulated the requirements and Intertek was executing against them; however, the GRMA auditor activation tracking tool did not have an area to document and fully record the activities the auditors were going through to verify conformance to Sections 8.4.3 and 8.4.4 if the GRMA program requirements.

Finding 2: *Discussed review and certification timeline as 10 days to review corrective actions once received and 10 days following certification decision to issue final report and certificate. Expectation is therefore a total of 20 business days from receipt of corrective action from site.*

Timelines are tracked as part of KPIs. Corrective action from a sampled CB did not appear to fulfil GRMA requirements.

Root Cause:

The GRMA needed to provide the timing of actions defined within the program requirements and to better articulate the post audit activities to demonstrate conformance to the benchmarking clause requirements - Evidence of corrections or corrective actions shall be returned, completed and verified by the Certification Bodies, within a timescale defined with the Certification Programme Owner, before certification can be awarded.

RESULTS OF THE PUBLIC STAKEHOLDER CONSULTATION

List of findings – public stakeholder consultation

GFSI Benchmarking Requirements version 2024		Stakeholder Consultation Comments	CPO Answer	Recommendation from Benchmark Leader	Decision from GFSI Technical Manager