



What are the ISO standards

- ◇ ISO 9001 is the international standard for quality management
- ◇ ISO 14001 is the international standard for environmental management
- ◇ ISO 18001 is the newest certification for Occupational Health and Safety Management

Each of the ISO standards when achieved provide organisations with the systematic control of activities needed to ensure that the needs and expectations of customers and external bodies are met. The standards are designed to apply to virtually any product or service, made by any process anywhere in the world.

Benefits of achieving ISO standards

Successful implementation of an appropriate ISO system will:

- ◇ identify process shortfalls and ineffectiveness, resulting in cost savings through improved efficiency and productivity
- ◇ reduced waste, inappropriate or rejected work and fewer complaints
- ◇ improved customer satisfaction, on time delivery
- ◇ increased market opportunities
- ◇ improved environmental control and compliance
- ◇ enable the detection of ways to minimise waste and dispose of it more effectively
- ◇ utilise energy more efficiently
- ◇ demonstrate commitment to implement, control and enhance the management of health and safety systems and make continuous improvement the norm.

The process we follow

The flowchart below highlights the key stages in implementing an ISO process (example ISO 9001 QMS). Our team of ISO experts have significant experience in delivering successful Certification programmes into a wide range of organisations. Working in partnership with clients, they ensure all required elements are in place to satisfy ISO criteria of the award being attained. Once all ISO standards have been met, an external audit is carried out by a third party accredited certification body.

The certification body reviews the manuals and procedures. This process involves looking at the company's control documentation and systems then establishes if management targets are measurable and achievable. This is followed by an on-site audit to evaluate working practices, observe procedures and records.

After a successful audit, the ISO certificate of registration is issued. Surveillance visits (once or twice a year) are carried out to ensure the system continues to work.

What to do next

Contact us to arrange a discussion with one of our implementation team who will brief you on the ISO systems and help you decide the most applicable ISO option to satisfy your needs.

For clients based in the Middle East region, contact our Cairo office, phone number: Tel: 0020117704750 or 0020115260571.

We look forward to working with you and helping you gain your ISO certification.

