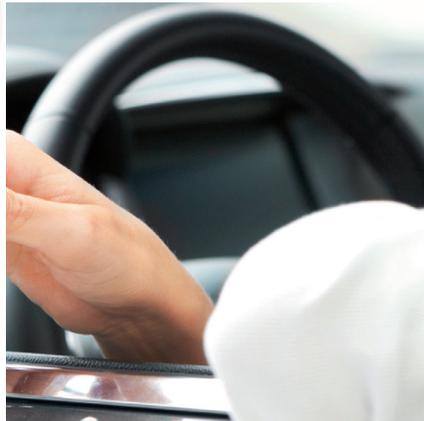




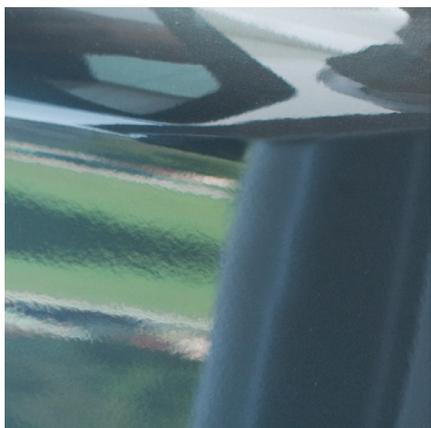
CUSTOMER FOCUS



CUSTOMER SATISFACTION



FURTHER EXCELLENCE



CONTINUAL IMPROVEMENT



COMPETITIVE ADVANTAGE

WHAT HELPS YOU CONTINUOUSLY EXCEED CUSTOMER EXPECTATIONS?

ISO 9001 QUALITY MANAGEMENT SYSTEMS AUDIT, CERTIFICATION & TRAINING SERVICES

ISO 9001:2008 Quality Management System certification enables you to stand out from the competition. It demonstrates your commitment to meeting the highest standards of quality and customer satisfaction and supports you in continuously improving your quality management systems.

It is based on the principles of:

- Customer focus
- Leadership
- Involvement of people
- Process approach
- System approach
- Continual improvement
- Fact-based decision making
- Mutually beneficial supplier relationships

THE BENEFITS

ISO 9001:2008 enhances the reliability of your operations, increases your performance and potentially has a positive impact on your bottom line. Demonstrating a commitment to quality drives constant improvement and transforms your corporate culture. Your certificate from SGS enables you to show you have the high levels of service quality needed for international contracts and local new business. SGS is the most widely accredited certification body with over 40 ISO 9001 accreditations held in more than 40 countries.

To date, over 1.1 million ISO 9001 certificates have been issued globally.* A valid ISO 9001 certificate shows your organisation follows the most internationally recognised quality management principles.

* Source: ISO Survey 2010.

HOW THE CERTIFICATION PROCESS WORKS

- Step A - Tailored proposal from SGS.
- Step B – Optional ‘pre-audit’ of readiness and weaknesses.
- Step C – Formal audit ‘Stage 1 – Readiness Review’. Documents and other key system elements are evaluated and potential non-compliances reported.
- Step D – ‘Stage 2’: interviews, examination of records and observation of working practices. Major non-conformances are addressed.
- Step E – Surveillance visits to check the system and action plan implementation.
- Step F – Re-certification audit after three years.

RELATED SERVICES

- ISO 9001 training (all levels of ability and awareness). Please view the worldwide course schedule at www.sgs.co.uk/training
- ISO 9001 Gap Assessment: Assesses readiness for certification

- Integrated Management Systems Certification: Audit solutions against bespoke quality performance criteria
- Process Improvement solutions

WHY SGS?

SGS is the world’s leading inspection, verification, testing and certification company. SGS is recognised as the global benchmark for quality and integrity. With more than 75 000 employees, SGS operates a network of over 1 500 offices and laboratories around the world.

Enhancing processes, systems and skills is fundamental to your ongoing success and sustained growth. We enable you to continuously improve, transforming your services and value chain by increasing performance, managing risks, better meeting stakeholder requirements and managing sustainability.

With a global presence, we have a history of successfully executing large-scale, complex international projects. Our people speak the language, understand the culture of the local market and operate globally in a consistent, reliable and effective manner.

TO LEARN HOW SGS CAN HELP YOU EXCEED CUSTOMER EXPECTATIONS, VISIT WWW.SGS.CO.UK/ISO9001 OR CONTACT UK.NOWISTHETIME@SGS.COM FOR MORE INFORMATION.

ISO 9001:2008 CERTIFICATION PROCESS

