

**ISO 9001 QUALITY MANAGEMENT SYSTEMS
AUDIT, CERTIFICATION & TRAINING SERVICES**

WHAT HELPS YOU CONTINUOUSLY EXCEED CUSTOMER EXPECTATIONS?

ISO 9001 AUDIT, CERTIFICATION & TRAINING SERVICES FROM SGS

Customers are becoming increasingly demanding. They frequently expect that suppliers pro-actively comply with the highest product and service standards. They also want this information up-front, in addition to being assured that your company will continue to meet their needs now and over the long-term. That's a challenge, but it is also an opportunity for you to stand out from the competition and show existing and potential customers the strength of your brand.

How can ISO 9001:2008 standard answer these needs? ISO 9001:2008 Quality Management System certification enables you to demonstrate your commitment to service quality and customer satisfaction, as well as continuously improving your quality management systems and integrating the realities of a changing world.

ISO 9001:2008 is based on eight quality management principles:

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

THE BENEFITS

ISO 9001:2008 allows for continuous improvement of your Quality Management Systems and processes which in turn improves the reliability of your operations to meet customer requirements.

Over time, it results in an overall increase in your performance that can positively impact your bottom line. Demonstrating a real commitment to product or service quality can transform your corporate culture as employees welcome the need for constant improvement.

Certifying your Quality Management System through SGS will help your organisation develop and improve performance. Your ISO 9001:2008 Quality Management System certificate from SGS enables you to demonstrate high levels of service quality when bidding for international contracts or expanding locally to accommodate new business.

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

WHAT'S CHANGED IN THE 2008 UPDATE?

ISO 9001:2008 does not contain any new requirements. The 2008 update only introduces clarifications to the existing requirements of the previous version of the standard and introduces changes intended to improve consistency with ISO 14001:2004.

As part of this update, all ISO 9001:2000 certificates will be transferred to the new standard by 15 November 2010.

HOW DOES THE CERTIFICATION PROCESS WORK?

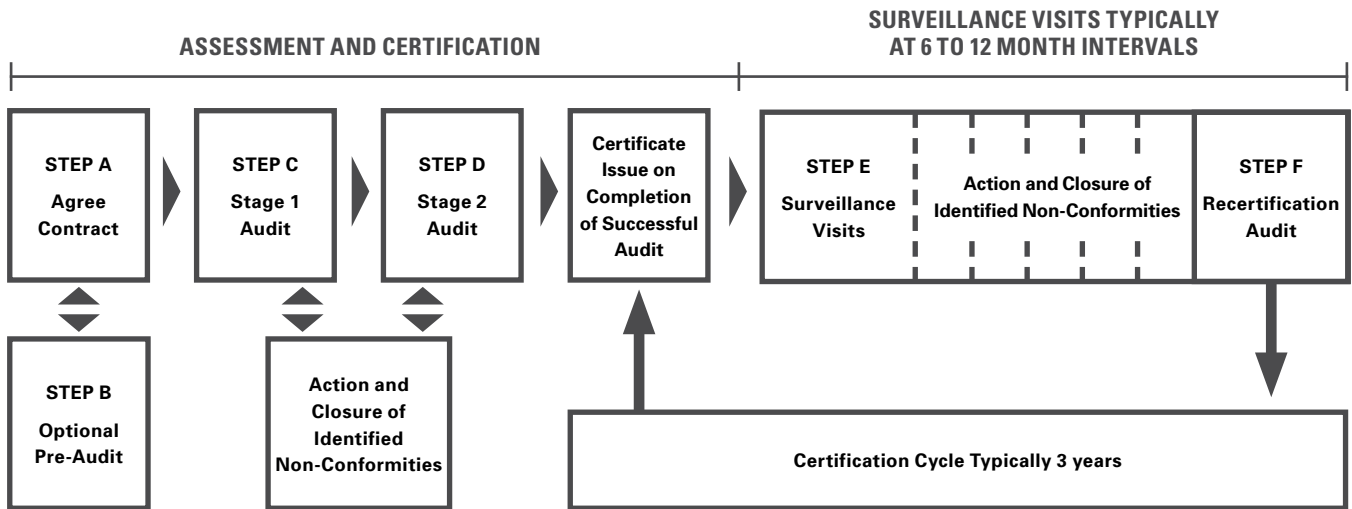
The ISO 9001:2008 certification process consists of six steps:

- Step A – SGS provides you with a proposal based on the size and nature of your organisation. You can then proceed with the audit by accepting the proposal.
- Step B – You may ask SGS to perform a 'pre-audit' to give an indication of the readiness of your organisation for

the audit. This stage is optional, yet it is often found useful in identifying any weaknesses in your systems and in building confidence before the formal audit.

- Step C – The first part of the formal audit is the 'Stage 1 – Readiness Review'. This lets us evaluate the compliance of your documented system with the requirements of the standard to better understand the nature of your organisation, to plan the rest of the audit as effectively as possible and to initially examine key elements of the system. You will receive a report after this stage identifying any concerns or observed non-compliances so that you can take immediate action if required.
- Step D – This is 'Stage 2' of the initial audit process. The audit includes interviews with you and your colleagues and examination of records. Observation of your working practices determines how compliant your actual processes are with the standard and with your own documentation system. At the end of this stage, we will present the findings of the audit classified as either major or minor non-conformances along with other observations and opportunities for improvement. Once you have addressed the non-conformities, a technical review of the audit will then be conducted by an authorised SGS Certification Manager to confirm the issuance of a certificate.
- Step E – Our surveillance visits will be scheduled at either six or twelve month intervals depending on the contract. During the visits, we review the implementation of the action plan addressing the past non-conformities and examine certain mandatory and other selected parts of the system in line with an audit plan that we provide you before each visit.

ISO 9001:2008 CERTIFICATION PROCESS



- Step F – Shortly before the third anniversary of the initial certification, our routine visit will be extended to enable a re-certification audit. Surveillance visits will then continue, as before, on a 3-year cycle.

ISO 9001:2008 RELATED TRAINING

We offer a wide variety of training courses for all levels of ability and awareness. Our ISO 9001:2008 training course portfolio is designed to meet the requirements of any organisation using ISO 9001:2008, and includes:

- Introduction & Awareness to ISO 9001:2008 Training Course
- ISO 9001:2008 Internal Auditor Training Course
- Implementing ISO 9001:2008
- ISO 9001:2008 Lead Auditor Training Course
- Auditor Conversion to ISO 9001:2008 Training Course

Please visit www.uk.sgs.com/training to view the ISO 9001:2008 course schedules in your region.

OTHER SERVICES RELATED TO QUALITY MANAGEMENT

SGS is also known for its solutions against other needs related to managing quality and continuous improvement:

- Gap assessment against the requirements of ISO 9001:2008: this is a good alternative in case your organisation is not ready, yet to go through the full certification process;

- Integrated Management Systems: your quality management systems can be audited and certified simultaneously with other management systems which you have implemented;
- Audit solutions against additional, bespoke quality performance criteria: SGS can help develop the performance criteria and the checklist or simply check performance against existing measures; and
- Process Improvement solutions leveraging techniques, such as Lean.

WHY SGS?

SGS is the world's leading inspection, verification, testing and certification company. Recognised as the global benchmark for quality and integrity, we employ over 67 000 people and operate a network of more than 1 250 offices and laboratories around the world. We are constantly looking beyond customers' and society's expectations in order to deliver market leading services wherever they are needed.

Partnering with SGS opens the door to better performing processes, increasingly skilful talent, consistent and compliant supply chains and more sustainable customer relationships delivering profitable competitive advantage. Work with the global leader and take your commitment to the next level.

We have a history of undertaking and successfully executing large-scale, complex international projects. With a presence in every single region

around the globe, our people speak the language and understand the culture of the local market and operate globally in a consistent, reliable and effective manner. In addition, we are the most widely accredited certification body with over 40 ISO 9001 accreditations held in more than 40 countries.

TO LEARN HOW SGS CAN HELP YOU EXCEED CUSTOMER EXPECTATIONS, VISIT WWW.UK.SGS.COM/ISO-9001-CERTIFICATION OR CONTACT UK.NOWISTHETIME@SGS.COM FOR MORE INFORMATION.

WWW.SGS.COM