

Annual ISO Maintenance Services for ISO 9001, 14001, 18001, FSSC 22000, Saudi Arabian Standards Organization Certifications(SASO), Gulf Standard Organization(GSO), Environmental Regulatory Requirements & OHSAS requirements (Ministerial Order)

From,

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Objectives



To ensure continual improvements, organisation must follow implemented ISO standards to get benefits by performing process audit, monitor, establish & maintain fine tune of records in order to meet quality objectives & customer satisfaction.

Hence, we would like to propose the following listed activities in order to provide an independent, objective service that will continually improve your systems, business performance and customer satisfaction.

In order to achieve this, herewith we offer a competitive Annual maintenance package and audit service ensures that you continue to the benefits of ISO certification.

Service Offered



A complete Range of Annual Maintenance and Audit services includes;

1. **Internal audits:** Preparation of the annual audit schedule; Completion of your internal audits; Preparation of audit reports; Recording and follow up of audit nonconformities and observations
2. **Training :** Internal ISO 9001:2008 Awareness Lead Auditor trainings & Internal Auditor Trainings.
3. **Management Review:** If client agrees, arrangement of management review meetings and preparation of the notes & establishing records.
4. **Documentation:** Update of your policies and management system documentation
5. **Legislation updates:** Advice on changes to legislation and updates to legal registers
6. **Environmental Aspects:** Reviews and updates of environmental aspects and impacts
7. **Hazards and risks:** Reviews and updates of health and safety hazards and risks

Continued...Services Offered



8. **External Certification Body Visits:** Dealing with your external certification body and attendance at the external audits; resolving any external audit recommendations
9. **Measurement :** collection of data; measurement of performance; updates and reporting of your key performance indicators.
10. **Product sampling inventory and audit :** During internal audit we will follow verification process i.e. Actual Vs. Physical sampling verification, reporting & suggesting corrective actions.
11. **Review of Supplier site assessment** Review of Supplier site assessment audit reports (if any) and suggesting corrective actions.
12. **Unlimited advice and support :** we will provide unlimited advice and support as part of all out annual maintenance activities

All of our annual maintenance activities and audits are undertaken by fully experienced and qualified members of our team. Our team are qualified lead auditors, registered with the International Register of Certificated Auditors (IRCA).

Continued...Service Offered

SITE VISITS

Depend upon your convenient time & schedule of Organization
We can plan/decide the number of site visits and estimate time frame for reviewing & correcting the documents, Monitoring & Measuring and Conducting Internal Audits, etc.

Sample Proposed Plan

Visits	Training , Assessment & Reporting	Spot Audit & Reporting	Internal Audit & Reporting	External Audit & Corrective Actions
Weekly Once. On-every Saturday	Every Quarterly	Monthly Once	Every Quarterly	Representing Organization to face Surveillance Audit once in year & taking correcting actions

Scope & Location

Scope

Review & Correction by Phase wise.

Phase I – Training – QMS & Internal Audit (Review Awareness)

Phase II – Identification – Review & Correction

Phase III– Documentation – Review & Correction

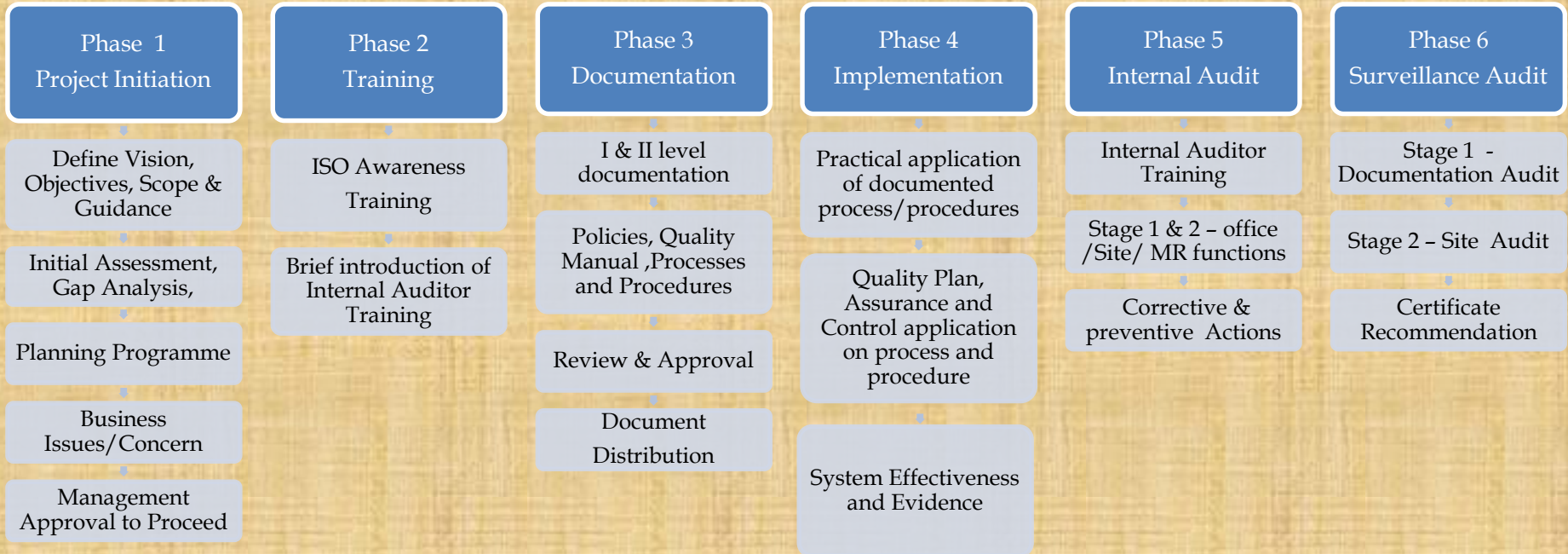
Phase IV – Implementation– Review & Correction

Phase V – Internal Audit & Maturing – Conducting spot & internal audits, Review & Correction

Phase VI – Final Assessment (NCR closing), MRM, and Support to face ISO Certification bodies during External Auditing.

Methodology – Overall Structure

The following overall structures explain the contents briefly the mechanism of each phase from phase 1 to phase 6.



What we Offer...Consulting

Benefits of ISO certification lead to quality, environmental and financial improvements and enable business owners to take a more structured and controlled approach to the management of change. No false starts, no dead ends, just efficient and effective working in partnership to ensure a great result.

Consulting

Our approach we act closely with all the employees to study, change, evolve, establish, implement and maintain a Management System that delivers "Effective & Efficient" results.

- We act as a true catalyst, that accelerates a process e.g. a chemical reaction or activity, without directly participating in it !
- We can help you in the following related standards and tools:
- ISO 9001:2008
- ISO 14001 : 2004
- ISO 18001 : 2007
- ISO 22000 : 2004
- HACCP, FSSC 22000, BRC, SQC.
- Kaizen & 5S
- Workshop feasibility studies
- Environment Management Plan & studies

What we Offer....Auditing



- We have auditors specialised to their core field of audit
They also are empanelled with various Certifying Bodies for conducting third party certification audits.
- With an 3rd party auditing experience of more than a 1000 audits, we can surely help you understand the auditor paradigms and make you equipped to face the final challenge.
- Helping you in selecting an adequate Certifying Body for your organization.
- 1st party auditing - Internal Audits
- 2nd party auditing - Vendor / Supplier Audits and Selection
- 3rd party auditing to help you know the level of your established QMS, before going in for the ultimatum

What we Offer....Trainings



Training "As It Suits You (AISY)"

- 1/2 day, 1 day, 2 day programs
- In-house / Any Venue
- Tailor-made to suit your requirements

targeted toward Top Managers, Supervisors, Operatives with live video sessions, beautiful slides, lively day-to-day examples, covering following topics:

- Awareness Programs - ISO 9001, 14001, 18001, FSSC 22000, Saudi Arabian Standards Organization Certifications(SASO), Gulf Standard Organization(GSO), Environmental Regulatory Requirements & OHSAS requirements (Ministerial Order)
- Fundamentals & Vocabulary
- Documentation
- Clause-by-Clause Understanding of standards requirements
- ISO Internal Auditor Course
- Sigma & Kaizen
- 5S Housekeeping
- Motivation programs & Supervisory Skills

Apart from these, we can also tailor make programs for your specific requirements and goals

What we Offer....Maintenance

We help you in maintaining and continually improving your any management certified system so as align with the changing needs of the customer and organization.

Certification is only the first step. Improvements accelerate after certification.

Quality Catalysts, helps you with :

- Continuous training, on latest topics and techniques.
- Training of new employees
- Align documentation for changes in the organizational needs and structure.
- Improve existing documentation & Systems for better outputs and results.
- Closure of NCRs to enhance customer satisfaction.
- Conducting and reviewing internal audits and management reviews.
- Liaison with the Certification Body for Surveillance Audits and closure of NCRs during these audits.
- Customer Audits and closure of corrective actions.
- Any queries related to Management Systems

Our Expectation

Single point of contact

To facilitate the performance of the audit, we request to provide the following:

- A single point co-ordinator to liaise with our team during the course of the engagement;
- Access to the available documentation around business processes.
- Access to the business users to understand their key expectations, issues faced during regular operations, expectations from the system, etc

Thank You

- It is our pleasure to present this document for your review and consideration.
- We would be pleased to meet you and discuss this further.