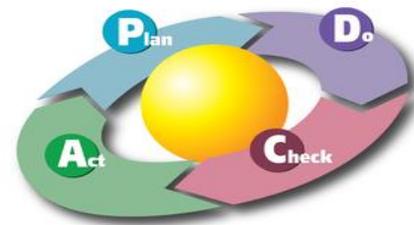


# Certification of Quality Management System based on ISO 9001: 2015



## QUALITY MANAGEMENT SYSTEM (ISO 9001: 2015)

The globalization of world has resulted in increased competition among organizations to provide quality products and services to their customers. Customers, governments, the global trading companies, and quality-conscious organizations are increasingly demanding evidence of a functioning Quality Management System from suppliers. Certification to Quality Management System (ISO 9001:2015) Standard provides assurance of a comprehensive, well-established and maintained Quality Management System, thereby enhancing customer confidence. A quality management system can help you identify opportunities; fulfill the requirements of customers, suppliers, and other stakeholders; optimize processes and reduce costs at the same time.

- Well defined and documented procedures improve the consistency of output
- Procedures ensure corrective action is taken whenever defects occur
- Improved operational efficiency and competitiveness hence reducing overheads
- International acceptance
- Organizations retain or increase market share, increasing sales or revenues
- Better management control and reporting that means that you know how your business is doing

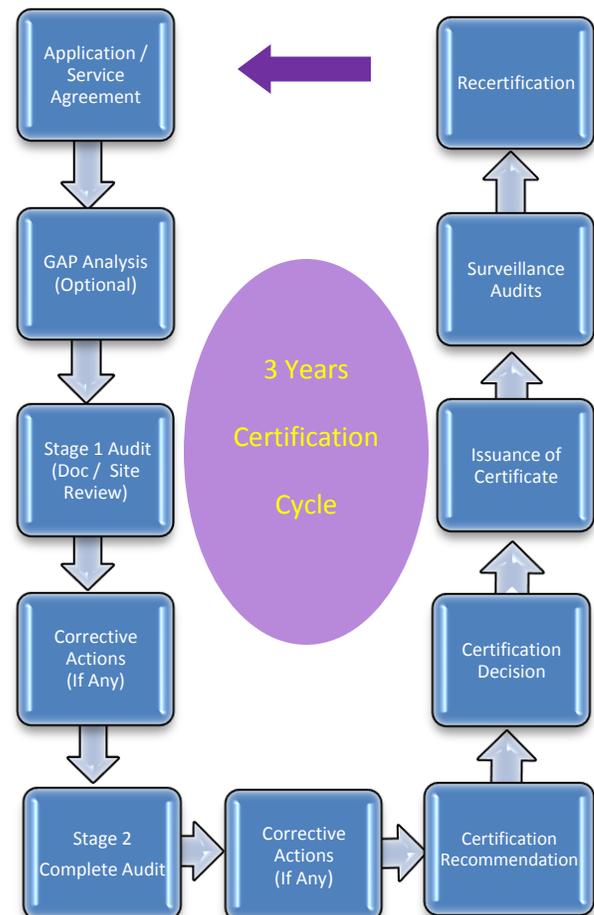
## Key Principles of Quality Management System:

1. Customer focus
2. Leadership
3. Engagement of people
4. Process approach
5. Improvement
6. Evidence based decision making
7. Relationship Management

## BENEFITS OF ISO 9001:2015

- Internationally acceptable standard for quality management
- Improved consistency of service and product performance
- Proves organization's commitment to quality and customer satisfaction
- Increased marketing and sales opportunities
- Reduce costs but increase profitability
- Defined roles and responsibilities, accountability of management, established training systems and a clear picture of how their roles affect quality and the overall success of the company, all contribute to more satisfied and motivated staff

## CERTIFICATION PROCESS FOR ISO 9001:2015



# Certification of Quality Management System based on ISO 9001: 2015

## CERTIFICATION PROCESS (Contd.)

1. **Application** is filled by the client and **Certification Service Agreement** is finalized with the client.
2. **GAP Analysis:** An optional analysis may be performed if agreed by the client in the Service Agreement.
3. **Stage 1 audit (Document Review)** is conducted to assess the organization's readiness for the stage 2 audit. Auditor(s) assesses documented system with the requirements of the ISO 9001 standard. The document review is normally conducted on-site. Audit report is provided at the end of Stage 1 audit identifying audit findings/observed non conformances (if any). The client is required to take corrective actions so that stage 2 audit can be planned.
4. **Stage-2 Audit:** This second stage is conducted to determine the extent of implementation and effectiveness of the quality management system. The auditor(s) will execute an extensive review of records, observing working practices and interview a significant portion of the employees – at all levels of the organization. Audit findings are provided at the end of Stage 2 audit identifying observations, non conformances and opportunities for improvement (if any). The client is required to close the non conformances within agreed time frame. After closing of non conformances, an independent technical review of audit is conducted and certificate is issued to the client.
5. **Surveillance Audits** are conducted as per defined frequency as specified in Service Agreement (minimum annually) to observe the ongoing assessment for maintenance of certification requirements and continual improvement.

**Recertification Audit** is conducted before expiry of certification as per revised Service Agreement. Surveillance visits will then continue, as before, on a 3-year cycle.

## Why CeSP

Certification Services Pakistan is established with a view to develop and excel as internationally recognized Pakistan's leading Conformity Assessment Body to assess companies in all areas of manufacturing and services. Based on impartiality, confidentiality, responsibility, competence, openness and customer focus as guiding principles, our success depends on honesty, courtesy and professionalism leading towards the consistent delivery of

high quality third party accredited and non-accredited certification, inspection and training services.

Under the guidance of experienced lead auditors and technical experts, having wide expertise in system implementation and assessment, CeSP strives to provide the best certification services in Pakistan.

## Related Services

- GAP Analysis

## Certifications

- EMS ISO 14001:2015
- OH&SMS 45001:2018
- FSMS ISO 22000:2018
- ISMS ISO 27001:2013

## Trainings Courses

- IRCA-UK registered Lead Auditor
- Internal Auditing
- Awareness & Introduction to Certification Standards
- Lab Management as per requirements of ISO/IEC 17025:2017
- Measurement Uncertainty, Method Validation, Quality Control of Testing & Calibration Labs as per ISO/IEC 17025:2017

**CeSP**

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