

ISO Certification

an overview



WHAT IS ISO CERTIFICATION?

ISO is the International Organization for Standardization. Established in 1926 as the International Federation of the National Standardizing Associations (ISA). It is a non-Government, non-profit organization with the objective to make and publish international standards.

It is a global network of national standards bodies with one member per country with 163 member countries. It has over 200 technical committees which have published over 21000 International Standards, and still publishes over 100 new standards each month.

ISO standards are a platform for developing practical tools through common understanding and cooperation with all stakeholders. Certification under ISO standards is an assurance that the management of processes and documentation in such organizations is in compliance with international standards.

WHO NEEDS ISO CERTIFICATION...?

All organizations, including manufacturing, trading, hospitality, education, IT, healthcare, business services, and governmental departments can benefit from certifying their businesses with ISO. It is a tool to ensure effective and efficient practices are put into place and that once in place they are consistently monitored and reviewed in order to continually improve and update them.

An ISO certification is beneficial to small and large businesses alike. You may think that your business is too small to need set procedures, however it is a good idea to implement these while the business is at a level where this adaptation is a relatively small task (providing that you already follow sensible methods of practice!). By taking this approach while the business is small it will not only mean that it becomes part and parcel of inducting new staff to the organization but it in itself will be a beneficial tool for any future business growth.

WHY DO ORGANIZATIONS NEED ISO CERTIFICATION

For companies in some industries, ISO certification may be required by law or contractually. Even if that's not the case, conforming to ISO standards has many benefits for businesses:

1

ISO certifications could be used as a great marketing tool, to demonstrate to your clients, that your organization has adopted processes of international standards, and is better than your competitors. This results in increase of new clients, eligibility for tenders, bids, and supplier empanelment.

2

ISO mandates organizations to define their policies, processes and procedures. This improves transparency of operations within the organization, results in lesser errors and lesser wastages and efficient use of resources.

3

Defining operational procedures leads to clarification of staff responsibilities, reduces need for re-work and improves the turn-around-time to service customers.

4

ISO certifications create a platform for identification of opportunities for focused and prioritized improvement initiatives. It eliminates barriers between different functional units and results in the unification of their focus to the objectives of the organization.

HOW CAN ORGANIZATIONS GET AN ISO CERTIFICATION?

TOPCertifier's certification programs hand-hold you through the entire process of being a certified organization. Our programs have been designed to assist your company to maintain a high level of compliance in line with industry best practice. Our programs are targeted at helping your organization to identify areas of improvement that will provide bottom line benefits to your business.

Steps involved:

- 1. Initial discussion:** Our experts discuss with you to understand your business, the need for certification and suggest which standards your business should be certified for, and an approximate time and cost for the project.
- 2. Project initiation:** After receiving a purchase order and initial payment, our experts conduct a gap analysis to list out the activities to be carried out to achieve compliance.
- 3. Documentation:** Define and document all relevant policies, procedures and processes. Publish the documentation and share it with relevant stakeholders.
- 4. Train and implement:** Train all stakeholders on the new operational procedures and make necessary changes to the system.
- 5. Internal Audit:** Conduct an internal audit, to check for any residual gaps in the system. If any non-conformities are found, analyze the root cause and take corrective action to clear them.
- 6. Identify a Certification Body:** Identify a Certification Body, who can audit the organization and issue a certificate.
- 7. Certification Audit:** During the certification audit, our experts act as a bridge between the organization and the certification body, and help the client complete the audit successfully. If any non-conformities are found during the audit, our experts help the client in clearing such situations.
- 8. Certification:** Successful audit leads to certification being issued from the certification body.

WHICH CERTIFICATE ARE APPLICABLE FOR MY ORGANIZATION?

| | | | |
|------------------------------|--|---|---------------------------|
| Quality Management | ISO 9001 |  https://www.youtube.com/watch?v=gvz-ydEOgQo | |
| IT, ITES, BPO/KPO | ISO 27001, ISO 20000, ISO 22301, TIA 942, CMMi, ITIL, VAPT |  https://www.youtube.com/watch?v=hDKWrnSwECM | |
| Oil & Gas | ISO 29001 |  https://www.youtube.com/watch?v=PGBRZIOvHJ8 | |
| Manufacturing | GMP |  https://www.youtube.com/watch?v=XzDwUuLU_n8 | |
| Food Safety | ISO 22000, HACCP |  https://www.youtube.com/watch?v=CwlpF_5QAIQ | |
| | |  https://www.youtube.com/watch?v=jDgFZzd8lok | |
| Health, Safety & Environment | OHSAS 18001, ISO 14001 |  https://www.youtube.com/watch?v=3sEXjK6LM8c | |
| | |  https://www.youtube.com/watch?v=iyB3bco3yD8 | |
| Learning Services | ISO 29990 |  https://www.youtube.com/watch?v=SkelSyOKCnl | |
| Customer Satisfaction | ISO 10002 | Labs | ISO 17025, ISO 15189, GLP |
| Medical Devices | ISO 13485 | Social Responsibility | SA 8000, ISO 26001 |

Testimonials

We have enjoyed working with the team who hand held at every step of the process. I thank the team at TOPCertifier for making the certification process so simple and hassle free.



Vijay Nambudiri
Project Manager
Value Point Systems
Banglore, India

Everything done right. Doing ISO with TOPCertifier was a really positive experience for us. We now have a clear and organised system that works well for us.



Ahmed Salah Abdulhaleem
Technical Solutions Engineer
Data Ocean
Jeddah, Saudi Arabia

TOPCertifier helped us in restructuring our system and now we have the right model to excel. We thank the team at TOPCertifier for creating the difference.



Tojomon Joseph
Chief Executive Officer
ASAATCO
Muscat, Oman

WHO

CAN GIVE YOU AN ISO CERTIFICATION?

Certification bodies are authorized to issue ISO certificates, after a due audit is conducted by their auditors. ISO however, is not directly involved in conducting audits or issuing certificates. ISO also does not hold any direct connection with the certification bodies.

Certification bodies just refer to the standards created by ISO to conduct audits and issue certificates to complying organizations.

HOW

MUCH DOES IT COST TO GET AN ISO CERTIFICATION?

Time and cost of getting certified depends on many factors. However, TOPCertifier is placed most competitively for we understand the pulse of the industry and execute projects effectively with efficient turn-around-times. Factors that affect pricing:

- Nature and size of the organization
- Complexity of operations and level of current documentation
- Standards applicable

However, for an organization of 20-50 employees, attempting for an ISO 9001 certification, it would cost approximately \$8000 - \$10000, including consulting and certification. Time required would be around 10 visits. These visits can be continuous or spread over a period of time.

WHY YOU SHOULD WORK WITH **TOPCERTIFIER** TO GET YOUR ISO CERTIFICATION?

Over 10 years of consulting experience.

Completed over 4500 projects in 30 different standards across 20 countries.

Our focus is on improvement. With right practices put in, certification is just a by-product.

All our consultants are certified lead auditors and industry experts.

Minimum documentation. Focus on training and improving bottom-line.

Post certification support.

Regular visits to ensure compliance & support during surveillance audit.

Simplified certification process.

End-to-end responsibility. One-stop solution for consulting, training, audit and certification.



TOPCertifier

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