



**BUREAU
VERITAS**

Bureau Veritas Certification **Services**

ISO 9001 CERTIFICATION

Boosting quality to differentiate yourself from the competition.

BUSINESS CHALLENGE

Successful companies are driven to deliver quality - from the way they operate, to the customer service standards they establish and the products they deliver. This is a strategic vision to improve brand equity and image and ensure you are better equipped to win new opportunities in an increasingly competitive global marketplace.

SOLUTION

What is ISO 9001?

ISO 9001 is an international standard related to quality management, applicable to any organization from all types of business sectors and activities. It is based on eight quality management principles (all fundamental to good business practices):

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

What are the key benefits?

- Proves your commitment to quality and customer satisfaction
- Ensures your products and services effectively meet customer and applicable statutory and regulatory requirements
- Allows you to measure your progress towards continual improvement of business performance creating a benchmark
- Helps improve your organizational performance

RELATED SERVICES

Beyond ISO 9001 certification, Bureau Veritas Certification offers certification to a large range of management system standards that include:

- ISO 14001, OHSAS 18001, SA8000
- ISO/TS 16949
- AS 9100 & EN 9100
- TL 9000
- ISO 28000 & TAPA
- ISO 22000
- ISO 27001

As most of these standards are built to be compatible with ISO 9001, Bureau Veritas Certification offers the possibility of integrated certification services, generating audit efficiency, consistency and optimization.

WHY CHOOSE BUREAU VERITAS CERTIFICATION?

- **Network** - 5,700 skilled auditors operating in more than 100 countries offer a unique combination of international and local expertise providing consistent services wherever our clients are.
- **Expertise** - Our auditors have extensive knowledge of specific industry sectors, local regulations, markets and language that enables them to provide solutions adapted to your needs.
- **Recognition** - Bureau Veritas Certification is recognized by more than 40 national and international accreditation bodies across the world.
- **Mark of global recognition** - The Bureau Veritas Certification mark is a globally recognized symbol of your organization's ongoing commitment to excellence, sustainability and reliability.

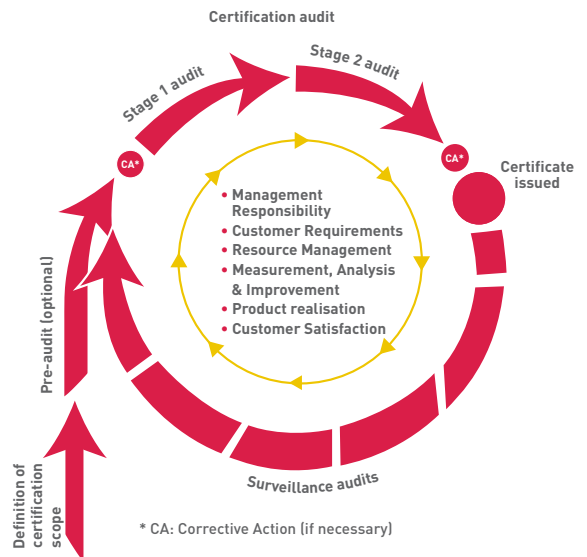




OUR CERTIFICATION PROCESS

Key steps in our certification process are:

- Definition of certification scope
- Pre-audit (optional): gap analysis and diagnosis of your current position against standard
- Certification audit performed in 2 stages:
 - Stage 1 – readiness review performed to verify that the organization is ready for certification
 - Stage 2 – evaluation of implementation, including the effectiveness, of the management system of the organization
- A certificate valid for 3 years is issued upon satisfactory results of stage 2 audit
- Surveillance audits to verify that the management system continues to fulfill the requirements of the standard and monitor the continual improvement
- Re-certification after 3 years to confirm the continued conformance and effectiveness of the management system as a whole



ISO 9001
BUREAU VERITAS
Certification



FAQ

Why should my organization implement ISO 9001?

Customers are the lifeblood of any business! To keep customers – and to keep them satisfied – your product or service must meet their requirements. ISO 9001 provides a framework for taking a systematic approach to managing your business processes to meet those requirements. Bureau Veritas Certification offers the value of an independent third party specialist, who can assess your management system and provide certification to the standard.

What are the main differences between ISO 9001: 2000 and the 2008 revision?

In 2000, major changes were put in place and continue to remain important and valid. Hence, the proposed changes to this revision are more a clarification of points already in the standard rather than the inclusion of new requirements. Changes have also been made to be consistent with the current ISO 14001 revision (2004) in order to make the combination easier and more efficient.

CASE STUDIES

Pioneer Hi-Bred International involved Bureau Veritas Certification in their globalization project, this involved working towards a single global certificate for 83 sites worldwide. Through implementing bespoke reporting techniques and procedures adapted to the Pioneer global quality system, Bureau Veritas Certification were able to carry out audits in a consistent manner across all sites.

IBM chose Bureau Veritas Certification to certify 400 locations worldwide. Using a global approach but with local auditors. Bureau Veritas Certification carries out the audits in a consistent and professional manner. These audits cover both ISO 9001 and ISO 14001.

CONTACT

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FOR MORE INFORMATION

please visit:

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