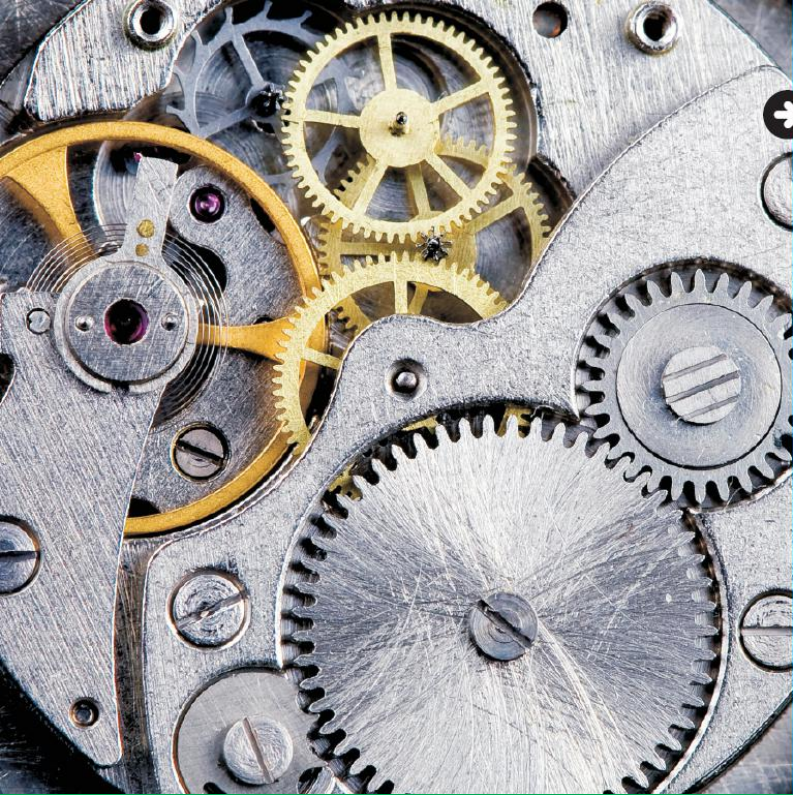



**Credence**  
Consult · Contemplate · Certify



## ISO 9001 Quality Management System

ISO 9001 is a Quality Management Standard. It suits all organisations large or small and covers all sectors, including charities and the voluntary sector. It aims to help organisations become structured and efficient.

Customers are increasingly becoming quality-conscious shoppers. They want to know up front that your business will meet their needs. A certified Quality Management System demonstrates your commitment to quality and customer satisfaction. Implementing a Quality Management System will help you to enhance customer satisfaction, achieve consistency, and improve internal processes. It can minimize the risk that customer expectations are not met.

### **Benefits**

- Win & retain business
- Reduce mistakes & re-work
- Increase efficiency
- Improve productivity
- Increase profitability
- Boosts your image.



## ISO 14001 Environmental Management System

With the alarm of global warming and its consequences, the human society has become serious about the ecology and its preservation. ISO 14001 helps to maintain the Environment around us, by following certain management system principles. Companies adopting ISO 14001 are well placed against their competitors and are duly recognized at the global level.

Environmental regulations are getting stringent, and so is the law enforcement. Customers and shareholders increasingly demand to diminish the environmental impact from their business, demonstrate what they do and how they improve. An Environmental Management System helps your organization to be in control of and successfully manage the most significant environmental aspects, e.g. emissions, waste-handling, utilize natural resources and energy-efficiency.

### **Benefits**

- Compliance to Environmental Legislation
- Improving cost control through materials and energy
- Reducing Environmental incidents which results in reputation, liability etc,
- Improve Image with authorities
- Improve Employee ethics and awareness in the society
- Boosts your image.





## ISO 45001 (formerly OHSAS 18001)

### Occupational Health and Safety Management System

The standard is designed to clarify an organisation's impact on health and safety issues, as well as help to reduce the risk of accidents and any breach in legal requirements. It is very essential to maintain their Health and Safety Management principles and also to upkeep reputation in the global scene. Companies with the above systems have the necessary marketing edge and it helps them to stay in front when it comes to Employees Protection

Your company's firm commitment to protect the health and safety of your employees is a distinguishing factor in a competitive market. A certified Occupational Health and Safety Management System demonstrate your determination to safeguard your employees and the environment from harmful incidents.

#### Benefits

- Safe & competent workforce
- Regulatory compliance
- Reduction in accidents
- Overall cost savings
- Improved corporate image

## HACCP / ISO 22000

### Food Safety Management System

Food Safety refers to a concept that Food will not cause harm to the consumer when it is prepared and/or eaten according to its intended use.

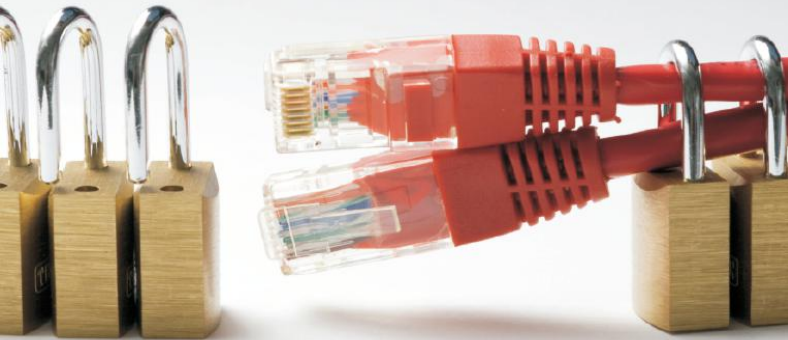
ISO 22000 specifies requirements for a Food Safety Management System where an organization in the food chain needs to demonstrate its ability to control food safety hazards in order to ensure that food is safe at the time of human consumption.

HACCP stands for Hazard Analysis and Critical Control Points. This is a preventative food safety system in which every step in the manufacture, storage and distribution of a food product is scientifically analyzed for microbiological, physical and chemical hazards.

#### Benefits

- Introduce internationally recognized processes to your business
- Give suppliers & stakeholders confidence in your hazard controls and implement these hazard controls in place across your supply chain.
- Introduce Transparency, Accountability, Responsibilities and
- Continually improve & update your systems so it stays effective





## ISO 27001

### Information Security Management System

Information Security and data protection brings supreme importance to data for organisations globally. By integrating a robust information security management system an organisation can ensure that the Quality, Safety, Service and Product reliability of your organisation has been safeguarded to the highest level.

ISO 27001 is the international standard which is recognised globally for managing risks to the security of information you hold. Certification to ISO 27001 allows you to prove to your clients and other stakeholders that you are managing the security of information in your possession. The standard adopts a process approach for establishing, implementing, operating, monitoring, reviewing, maintaining and improving your ISMS

#### **Benefits**

- Identify risks and put controls in place to manage and reduce them
- Flexibility to adapt controls to all or selected areas of your business
- Gain stakeholder and customer trust that their data is protected
- Demonstrate compliance and gain status as preferred supplier
- Meet more tender expectations by demonstrating compliance

## ISO / IEC 20000

### Information Technology - Service Management



IT is essential to delivering today's business. However, concerns are increasingly being raised about IT services, internal and outsourced, not aligning with the needs of businesses and customers. A recognized solution to this problem is to use an IT Service Management System (ITSMS) based on ISO/IEC 20000, the international standard for IT service management. Certification to this standard enables you to independently demonstrate to your customers that you meet best practice.

ISO/IEC 20000 is applicable to any organization, in any sector or part of the world which relies on IT services. The standard is particularly suitable for internal IT service providers, such as IT departments & external IT service providers and IT outsourcing organizations.

#### **Benefits**

- Achieve international best practice standards of IT service management
- Develop IT services that are driven by and support business objectives
- Integrate People, Processes and Technology to support business goals
- Place controls to measure and maintain consistent levels of services
- ISO/IEC 20000 is compatible with ITIL to support continual improvement



# ISO 13485



## Medical Devices - Quality Management System

ISO 13485 specifies requirements for a quality management system where an organization needs to demonstrate its ability to provide medical devices and related services that consistently meet customer requirements and regulatory requirements applicable to medical devices and related services.

The primary objective of the standard is to facilitate harmonized medical device regulatory requirements and as a result, it includes some particular requirements for manufacture, installation and servicing such as added requirements on record-control, sterilization and risk management.

### Benefits

- Increase access to more markets worldwide with certification
- Outline how to review and improve processes across your organization
- Increase efficiency, cut costs and monitor supply chain performance
- Demonstrate that you produce safer and more effective medical devices
- Meet regulatory requirements and customer expectations



# ISO 22716

## Cosmetics GMP

Consumers are becoming more and more concerned about the safety of the cosmetic products they are using. Fears of allergies and dermatitis caused by tainted or poisoned cosmetics have been ever-present in recent years. Certain ingredients used in cosmetics, such as fragrances and preservatives, can trigger an allergic reaction. Obviously, these ingredients play a pivotal role in the cosmetic products of our choice and correct dosing of these substances therefore is of key importance to avoid irritation of the skin through over-exposure.

ISO 22716 gives guidelines for the production, control, storage and shipment of cosmetic products. These guidelines cover the quality aspects of the product, but as a whole do not cover safety aspects for the personnel engaged in the plant, nor do they cover aspects of protection of the environment.

### Benefits

- Controls Hazards and Risks
- Supply Chain Management
- Legal Compliance
- Enhance the safety of consumer cosmetic products



## ISO 50001

### Energy Management System

ISO 50001 specifies requirements for establishing, implementing, maintaining and improving an energy management system, whose purpose is to enable an organization to follow a systematic approach in achieving continual improvement of energy performance, including energy efficiency, energy use and consumption.

ISO 50001 specifies requirements applicable to energy use and consumption, including measurement, documentation and reporting, design and procurement practices for equipment, systems, processes and personnel that contribute to energy performance.

#### **Benefits**

- Identify and manage the risks surrounding your future energy supply
- Measure and monitor energy use to identify where to improve efficiency
- Improve overall performance to cut energy consumption and bills
- Reduce carbon emissions and meet government reduction targets
- Demonstrate environmental credentials to increase tender opportunities

## ISO 22301

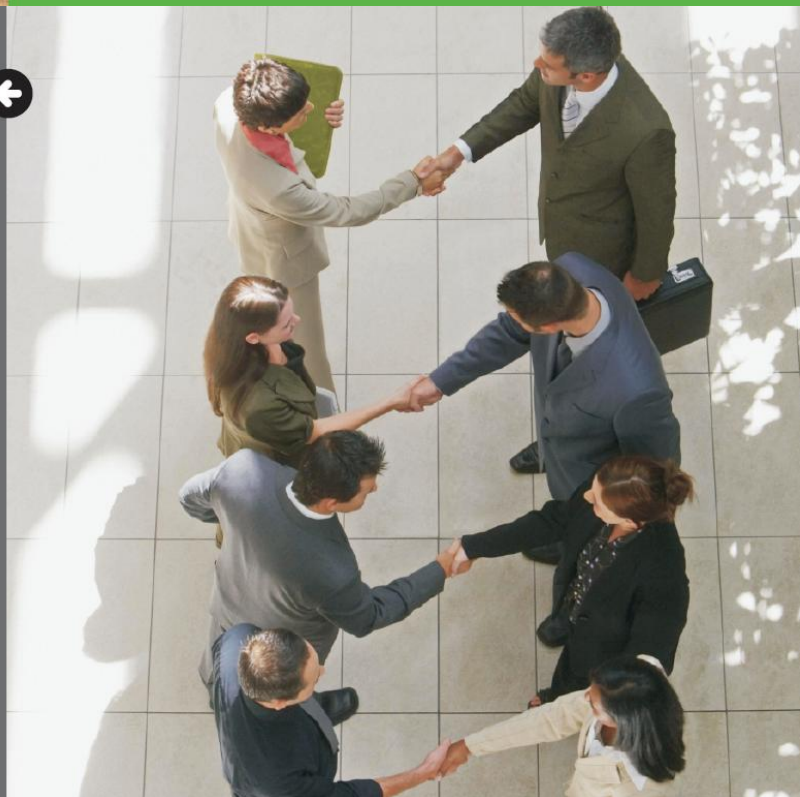
### Business Continuity Management

ISO 22301 specifies requirements to plan, establish, implement, operate, monitor, review, maintain and continually improve a documented management system to protect against, reduce the likelihood of occurrence, prepare for, respond to, and recover from disruptive incidents when they arise.

ISO 22301 identifies the fundamentals of a business continuity management system, establishing the process, principles and terminology of business continuity management. The standard provides organizations with a framework to ensure that they can continue operating during the most challenging and unexpected circumstances.

#### **Benefits**

- Identify and manage current and future threats to your business
- Take a proactive approach to minimizing the impact of incidents
- Keep critical functions up and running during times of crisis
- Minimize downtime during incidents and improve recovery time
- Demonstrate resilience to customers, suppliers and for tender requests





# GMP

## Good Manufacturing Practice

Good manufacturing practice (GMP) are the practices required in order to confirm the guidelines recommended by agencies that control authorization and licensing for manufacture and sale of food, drug products, chemicals and active pharmaceutical products. These guidelines provide minimum requirements that manufacturer must meet to assure that the products are of high quality and do not pose any risk to the consumer or public.

Good manufacturing practice guidelines provide guidance for manufacturing, testing, and quality assurance in order to ensure that a product is safe for human consumption. Many countries have legislated that pharmaceutical and medical device manufacturers follow GMP procedures and create their own GMP guidelines that correspond with their legislation.

### All guidelines follow a few basic principles:

- Hygiene
- Controlled environmental and Manufacturing processes
- Legislation Instructions & Procedures
- Competent operators
- Identification & Traceability
- Compliance and recall etc;



## Inspection / Audits

- Factory Assessment Services
- Environment Impact Assessment
- Audit Conformity Assessment
- Mechanical, Electrical and Civil inspection
- HSE Audits
- NDT Inspection
- Energy Audits
- Risk Based Inspection
- HAZOP
- Third party certification
- Performance evaluations
- Excellence Rating Audits(HSEQ)
- Onshore and offshore HSE Audits
- Oil & Gas HSE Services
- Special Certification Services
- Other tailor-made services in Quality and HSE
- Bespoke services

# → Training



## Quality

- ISO 9001 Awareness Training
- ISO 9001 - Internal Auditor
- ISO 9001 - Auditor/Lead Auditor
- Process Mapping Course
- Specific Quality Tools & Concepts



## Environment

- ISO 14001 Awareness Training
- ISO 14001 - Internal Auditor
- ISO 14001 - Auditor/Lead Auditor
- Specific aspects and impacts courses

## Safety

- Awareness on Safety Management System
- Safety Management - Internal Auditor
- Safety Management - Auditor/Lead Auditor
- Practical Risk Assessment
- Accident & incident investigation
- Construction Safety
- Specific Hazards & Risks Training Courses



## Food Safety

- Basic Food Hygiene
- HACCP Awareness
- ISO 22000 Awareness
- ISO 22000 Internal Auditor Course
- ISO 22000 - Auditor/Lead Auditor Course
- Specific Food Safety Training courses



## Information Security

- ISO 27001 Foundation
- Risk Assessment Methodology
- ISO 27001 - Internal Auditor
- ISO 27001 - Auditor/Lead Auditor



## Bespoke Training

- Bespoke Trainings on Quality, Health-safety, Environmental, Information security, Food Safety, Energy, GMP and related subjects.

## Other Trainings

- HAZOP LEADER
- RISK ASSESSMENT
- QUALITY & OPERATIONAL EXCELLENCE
- JOB HAZARD ANALYSIS (JHA)
- ENERGY MANAGEMENT
- ASPECT & IMPACT ASSESSMENT
- PROCESS SAFETY MANAGEMENT
- INFORMATION MANAGEMENT
- FOOD SAFETY