



Qualitas
International
Certification Ltd. UK



ISO 10002

AUDITS & CERTIFICATION

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ISO 10002

AUDITS & CERTIFICATION

Our Vision:

We aspire in association with our international alliances to become a premier key services & solutions provider to a wide range of industries in the region.

Our mission is to promptly provide our customers with superior quality and cost effective services and products, while maximizing the welfare of our stakeholders.

Our Mission:

We aspire in association with our international alliances to become a premier key services & solutions provider to a wide range of industries and businesses.

Our mission is to promptly provide our customers with superior quality and cost effective services , while maximizing the welfare of our stakeholders.

General Objectives:

To become a recognized supplier for the Quality testing , inspection and Standard Certification industry.To support businesses with the latest Know How in the field of Environment Management System MIS Auditing .To expand our scope of supplies in the FDA/GMP & CE Marking sector.To continuously pursue profitable growth opportunities to our clients business throw QMS Auditing and certification .To provide the means to assist our customers in achieving their goals.To develop joint ventures with regional and international Training , Auditing and Certification industry leaders.To provide a rewarding and pleasant working environment for our international accreted auditors and team .





Unhappy customers can damage your business. A study¹ has found that that, while 96% of consumers generally do not complain, a dissatisfied consumer is likely to tell twice as many people about their bad experience than about a good experience. If your clients are unhappy with your products or services, is it in your best interest that they tell you (“complain”) rather than their friends (“bad-mouthing”).

Complaint management is not about reducing the number of complaints, but about leveraging the information obtained from a complaint and turning it into an opportunity for improvement. Smart management will allow you to define customer service standards and deliver an effective complaint handling system for your customers, which will help to differentiate your service from competitors.

ABOUT ISO 10002

Complaint management is challenging as there is not always a concrete solution to the problem. Success depends on how well you understand the complaint, how it is handled and if the customer is happy with the solution offered.

ISO 10002 for Quality Management:

Customer Satisfaction – Guideline for Complaint Handling in Organisations is an excellent customer service standard and ensures that your organisation will effectively receive, manage and resolve customer complaints.

THE BENEFITS

Assessment against ISO 10002 will provide you with a high-quality and reliable complaints management system, incorporating the following characteristics:

- Visibility;
- Accessibility;
- Responsiveness;
- Objectivity;
- Charges;
- Confidentiality;
- Customer-focused approach;
- Accountability; and
- Continual Improvement.

SBA Sweden can either conduct a gap assessment of your management system against the requirements of ISO 10002 or take you through the full certification process.



HOW DOES THE CERTIFICATION PROCESS WORK?

The ISO 10002 certification process consists of six steps:

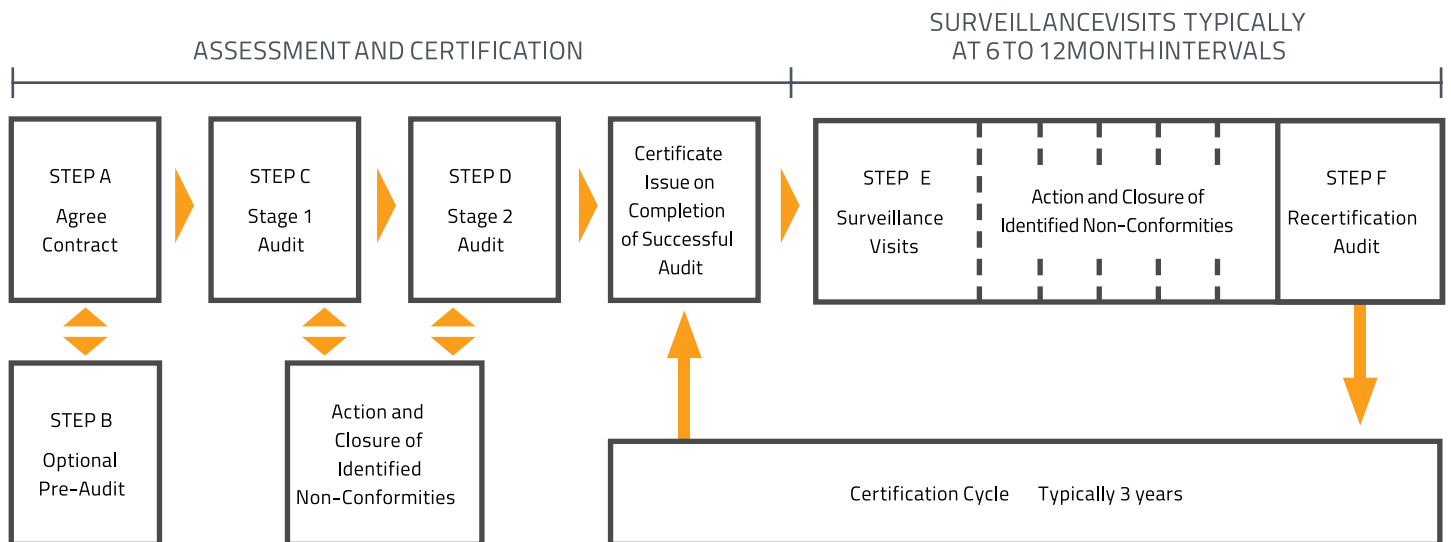
- **Step A** – SBA Sweden provides you with a proposal based on the size and nature of your organisation. You can then proceed with the audit by accepting the proposal.
- **Step B** – You may ask SBA Sweden to perform a 'pre-audit' to give an indication of the readiness of your organisation for the audit. This stage is optional, yet it is often found useful in identifying any weaknesses in your systems and in building confidence before the formal audit.
- **Step C** – The first part of the formal audit is the 'Stage 1 – Readiness Review'. This lets us evaluate the compliance of your documented system with the requirements of the standard to better understand the nature of your organisation, to plan the rest of the audit as effectively as possible and to initially examine key elements of the system. You will receive a report after this stage identifying any concerns or observed non-compliances so that you can take immediate action if required.
- **Step D** – This is 'Stage 2' of the initial audit process. The audit includes interviews with you and your colleagues and examination of records. Observation of your working practices determines how compliant your actual processes are with the standard and with your own documentation system. At the end of this stage, we will present the findings of the audit classified as either major or minor non-conformances along with other observations and opportunities for improvement. Once you have addressed the non-conformities, a technical review of the audit will then be conducted by an authorised SBA Sweden Certification Manager to confirm the issuance of a certificate.
- **Step E** – Our surveillance visits will be scheduled at either six or twelve month intervals depending on the contract. During the visits, we review the implementation of the action plan addressing the past non-conformities and examine certain mandatory and other selected parts of the system in line with an audit plan that we provide you before each visit.
- **Step F** – Shortly before the third anniversary of the initial certification, our routine visit will be extended to enable a re-certification audit. Surveillance visits will then continue, as before, on a 3-year cycle.



ISO 10002 RELATED TRAINING

We offer a wide variety of training courses for all levels of ability and awareness. Our ISO 10002 Foundation Training is designed to provide any organisation with the fundamentals of the ISO 10002 requirements.

ISO 10002 CERTIFICATION PROCESS





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