A PRACTICAL APPROACH TO QUALITY MANAGEMENT

ISO 9001 QUALITY MANAGEMENT SYSTEMS AUDIT, CERTIFICATION & TRAINING SERVICES

ABOUT SGS

ISO 9001:2015 QUALITY MANAGEMENT SYSTEM

WHEN YOU NEED TO BE SURE
ABOUT SGS

LEADERSHIP AND INNOVATION SINCE 1878

1878
SGS transformed grain trading in Europe by offering innovative agricultural inspection services.

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1913
Become leader in grain inspection (21 million tons).

1928
The company had grown internationally, with offices and affiliates in 21 countries around the world.

1950
80% of the company’s revenue still came from its core Agricultural Services business.

1981
SGS was listed on the Swiss Stock Exchange.

TODAY
SGS celebrates more than 130 years in the business.

1919
Adopted the name it carries today, Société Générale de Surveillance.

1946
Begun inspection of European imports.

1980
The company now had 113 offices, 57 laboratories and 9,500 employees working in over 140 countries around the world.

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OPERATING ACROSS A WIDE VARIETY OF INDUSTRY SECTORS

AGRICULTURE AND FOOD

ENERGY

MINING

CONSTRUCTION

CHEMICAL

LIFE SCIENCES

OIL AND GAS

PUBLIC SECTOR

CONSUMER GOODS AND RETAIL

INDUSTRIAL MANUFACTURING

TRANSPORTATION

SGS BUSINESS BENEFITS

- Deliver innovative solutions and services that transform our customers’ operations.
- Enhance processes, systems and skills.
- Offer solutions and services fundamental to ongoing success and sustained growth.
- Enable continuous improvement.
- Improve our customers’ operations, meet their stakeholder requirements and manage their sustainability and social responsibility needs.
- Transform our customers’ value chains.

90,000 EMPLOYEES
2,000 OFFICES & LABORATORIES

- 1,150 offices & laboratories; 36,900 employees in Europe, Africa & Middle East
- 450 offices & laboratories; 21,600 employees in Americas
- 400 offices & laboratories; 31,500 employees in Asia Pacific

200,000 CUSTOMERS
165,000 ISSUED CERTIFICATES
ISO 9001:2015 Quality Management System certification enables you to stand out from the competition. It demonstrates your commitment to meeting the highest standards of quality and customer satisfaction and supports you in continuously improving your quality management systems.

It is based on the principles of:
- Customer focus
- Leadership
- Involvement of people
- Process approach
- Organizational context
- Continual improvement
- Fact-based decision making
- Risk-based thinking

### RELATED SERVICES
- ISO 9001 training (all levels of ability and awareness). Please view the worldwide course schedule at www.sgs.com/training
- ISO 9001 Gap Assessment: Assesses readiness for certification
- Integrated Management Systems Certification: Audit solutions against bespoke quality performance criteria
- Process Improvement solutions

### HOW THE CERTIFICATION PROCESS WORKS

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**Stage 1 Audit**
- Evaluate system and processes.

**Stage 2 Audit**
- Conduct interviews, examine records, and observe working practices.
- Address non-conformances.

**Surveillance Visits**
- Check the system and action plan implementation.

**Recertification Visit 1R**
- Conducted after three years.

**5 KEY BENEFITS**
- Increased emphasis on leadership engagement
- Use of simplified language and common structure and terms
- More user-friendly for service and knowledge-based organisations
- Structured manner of addressing organisational risks and opportunities
- More effective approach to supply chain management

### WHY SGS?
SGS is the world’s leading inspection, verification, testing and certification company. SGS is recognised as the global benchmark for quality and integrity. With more than 90,000 employees, SGS operates a network of over 2,000 offices and laboratories around the world.

Enhancing processes, systems and skills is fundamental to your ongoing success and sustained growth. We enable you to continuously improve, transform your services and value chain by increasing performance, managing risks, better meeting stakeholder requirements and managing sustainability.

With a global presence, we have a history of successfully executing large-scale, complex international projects. Our people speak the language, understand the culture of the local market and operate globally in a consistent, reliable and effective manner.

To learn how SGS can help your organisation with ISO 9001:2015 visit www.sgs.com/ISO9001-2015transition or contact sustainable-development@sgs.com for more information.