



**BUREAU  
VERITAS**

# CERTIFICATION

YOUR ROUTE TO STRONGER BUSINESS PERFORMANCE

# SUMMARY

01

## Why certify?

Optimize your organization's performance with certification

02

## Bureau Veritas

Your certification partner in 140 countries

03

## Business solutions

Certification and training to deliver continuous improvement



# 01

## WHY CERTIFY?

Certification offers more than a license to operate. Used to its full potential, it is a valuable measurement tool to **drive performance throughout your business.**



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# WHAT IS ISO 9001?

## ALL ABOUT QUALITY

ISO 9001 is a standard that sets out the requirements for a quality management system. It helps businesses and organizations to be more efficient and improve customer satisfaction.

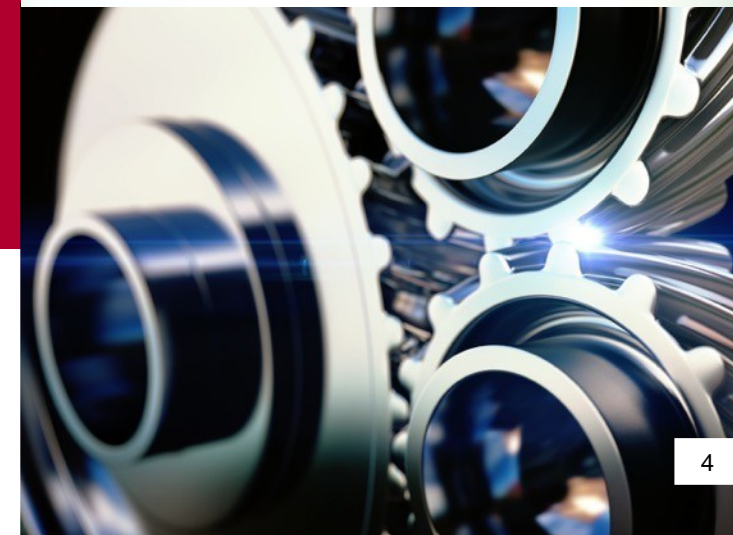
A new version of the standard, ISO 9001:2015, has just been launched, replacing the previous version (ISO 9001:2008).

## WHAT IS A MANAGEMENT SYSTEM? →EMS/IATF/AS9100

A quality management system is a way of defining how an organization can meet the requirements of its customers and other stakeholders affected by its work.

ISO 9001 is based on the idea of **continual improvement**.

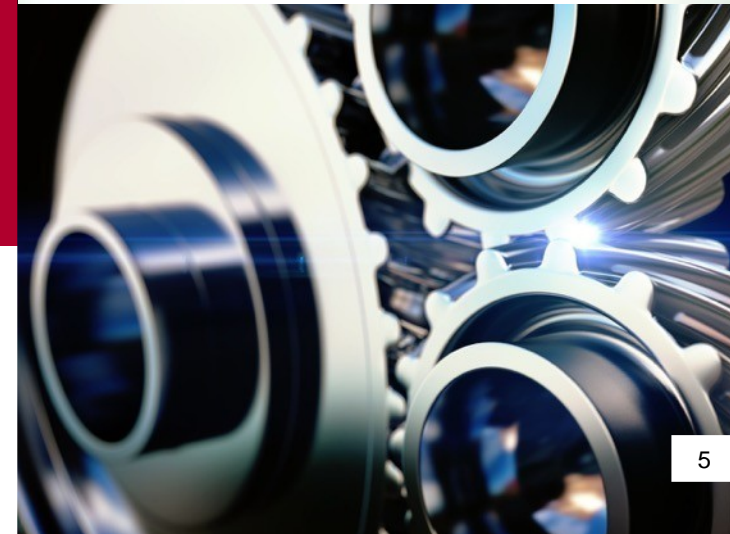
It doesn't specify what the objectives relating to "quality" or "meeting customer needs" should be, but requires organizations to define these objectives themselves and continually improve their processes in order to reach them.



# WHO IS ISO 9001 FOR?

## ORGANIZATION PROFILE

- ISO 9001 is suitable for organizations of all types, sizes and sectors.
- In fact, one of the key improvements of the newly revised ISO 9001:2015 was to make it more applicable and accessible to all types of enterprises.
- Smaller companies that do not have staff dedicated to quality can still enjoy the benefits of implementing the standard – ISO has many resources to assist them.



# THE VALUE OF CERTIFICATION

## ENSURE MARKET ACCESS

In highly regulated markets, certification is a **license to operate**.

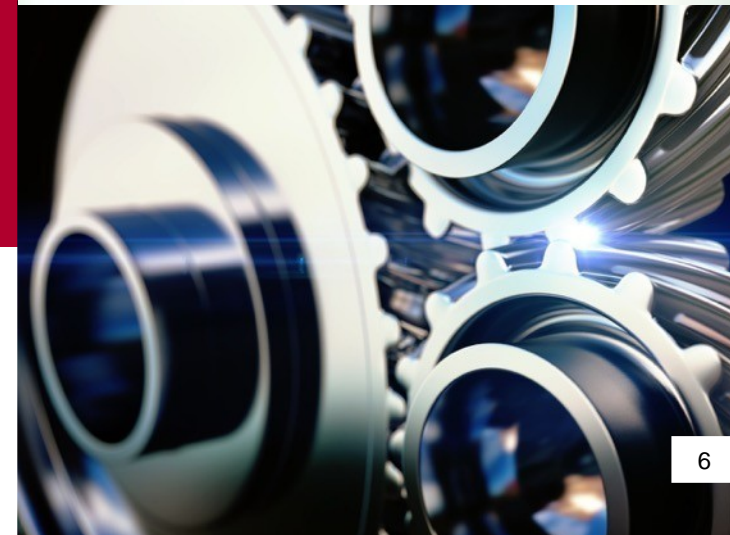
In other markets it provides a **competitive advantage**, improving your **reputation** and instilling greater **customer confidence**.

## IMPROVE ORGANIZATIONAL PERFORMANCE

Certification creates a culture of **continuous improvement** by providing an objective third party view. It fosters **employee engagement** and improves **transparency**.

## MITIGATE RISK

Certification helps **embed your management system** helping you **detect and mitigate risk**.



# WHAT SPECIFIC ISSUES CAN CERTIFICATION ADDRESS?



**MULTIPLE SITES**  
Ensure quality and standardization across production and supplier sites



**NEW REGULATIONS**  
Certification helps to demonstrate compliance with a specific regulation



**RAPID EXPANSION**  
Put in place robust management practices while retaining agility



**NEW PRODUCT OR SERVICE**  
Win customer confidence in an unproven product

Large companies



Startups



# SHOULD I OBTAIN THE ISO 9001 CERTIFICATION?

Certification → when an independent certification body audits your practices / process against the requirements of the standard → Not a requirement!

- Internal Compliance / Improvement
- Confidence in the market

For some companies, third- party certification may be a requirement → some governments or public bodies

ISO does not perform certification themselves, the organization qualifies Registrars (Certification Bodies) and audits them in turn in order to attest the Certification Services are conducted properly.

For more information [www.iso.org](http://www.iso.org)



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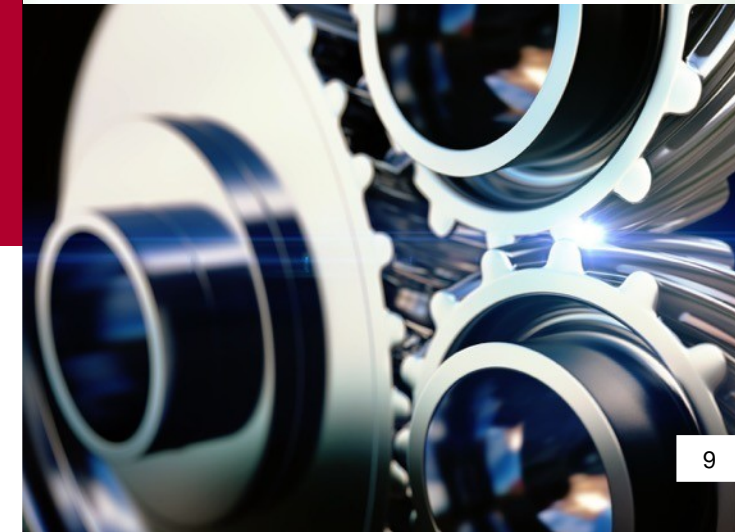


# HOW DO I GET STARTED WITH ISO 9001:2015?

**Tip 1** – Define your objectives. Why do you want to implement the standard?

**Tip 2** – Ensure senior management is on board. It is crucial that everyone is supportive of the initiative and its objectives. The publications Reaping the benefits of ISO 9001 and ISO 9001: Debunking the myths may help with this.

**Tip 3** – Identify your organization's key processes for meeting your objectives and customers' needs. Within each of these processes, ensure you understand your customers' requirements and can guarantee that these are met. This will form the basis of your quality management system.



# 02

## ABOUT BUREAU VERITAS

A global leader in testing, inspection and certification, Bureau Veritas is renowned for its **independence, market expertise and rigorous approach.**



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# BUREAU VERITAS AT A GLANCE – 2016 YEAR END FIGURES

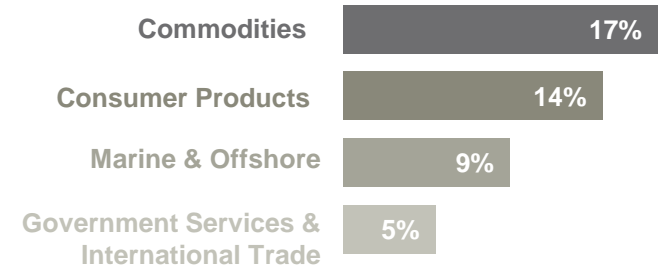
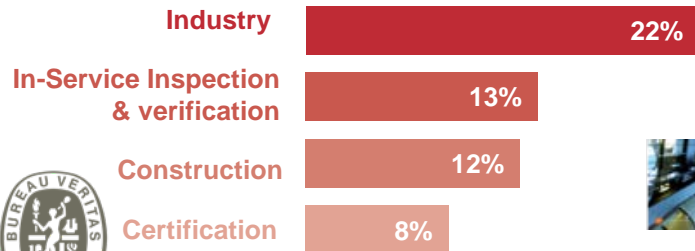
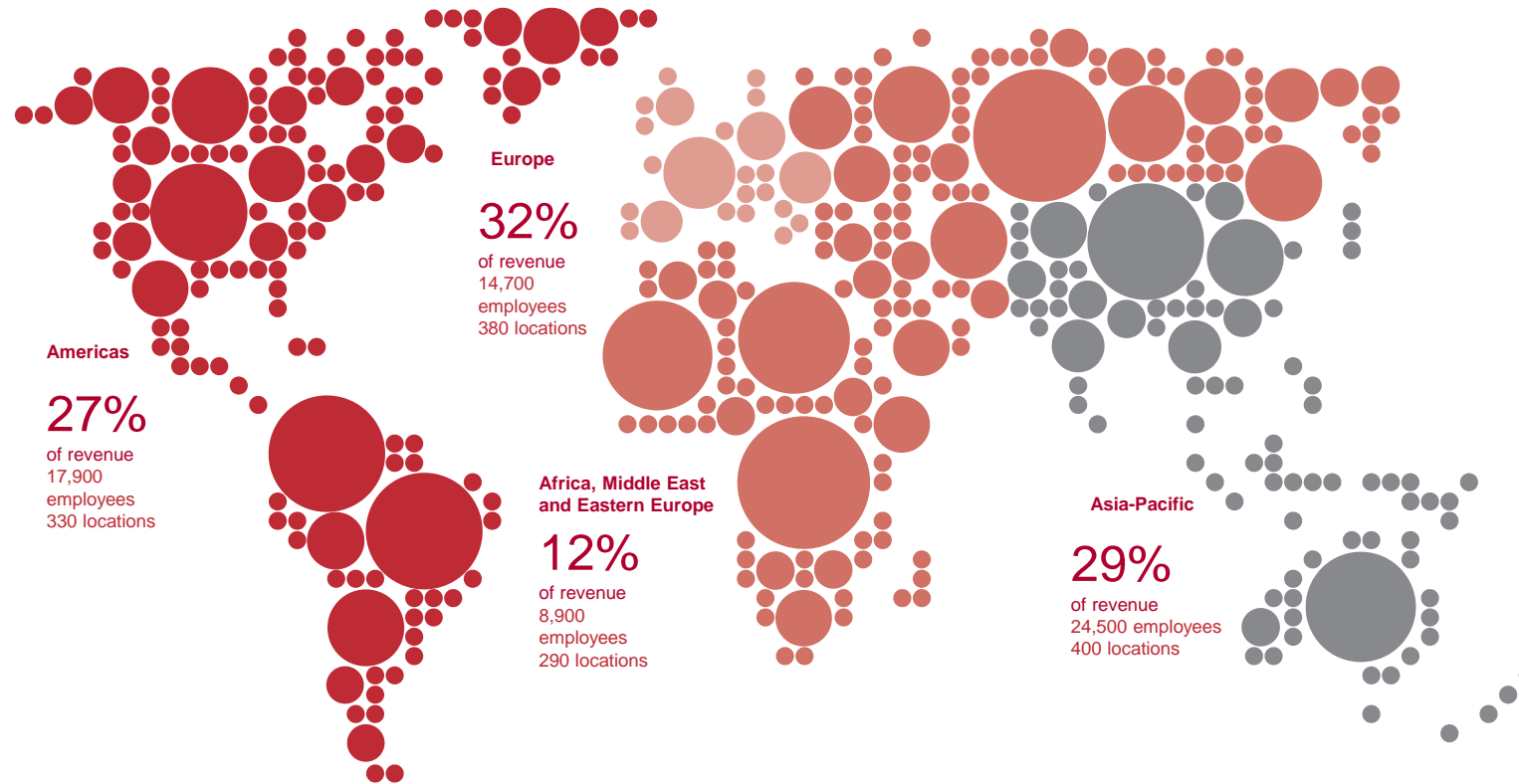
€4,6  
billion in revenue

72,000  
employees

400,000  
clients

1,400  
offices and laboratories  
in 140 countries

8 global  
businesses



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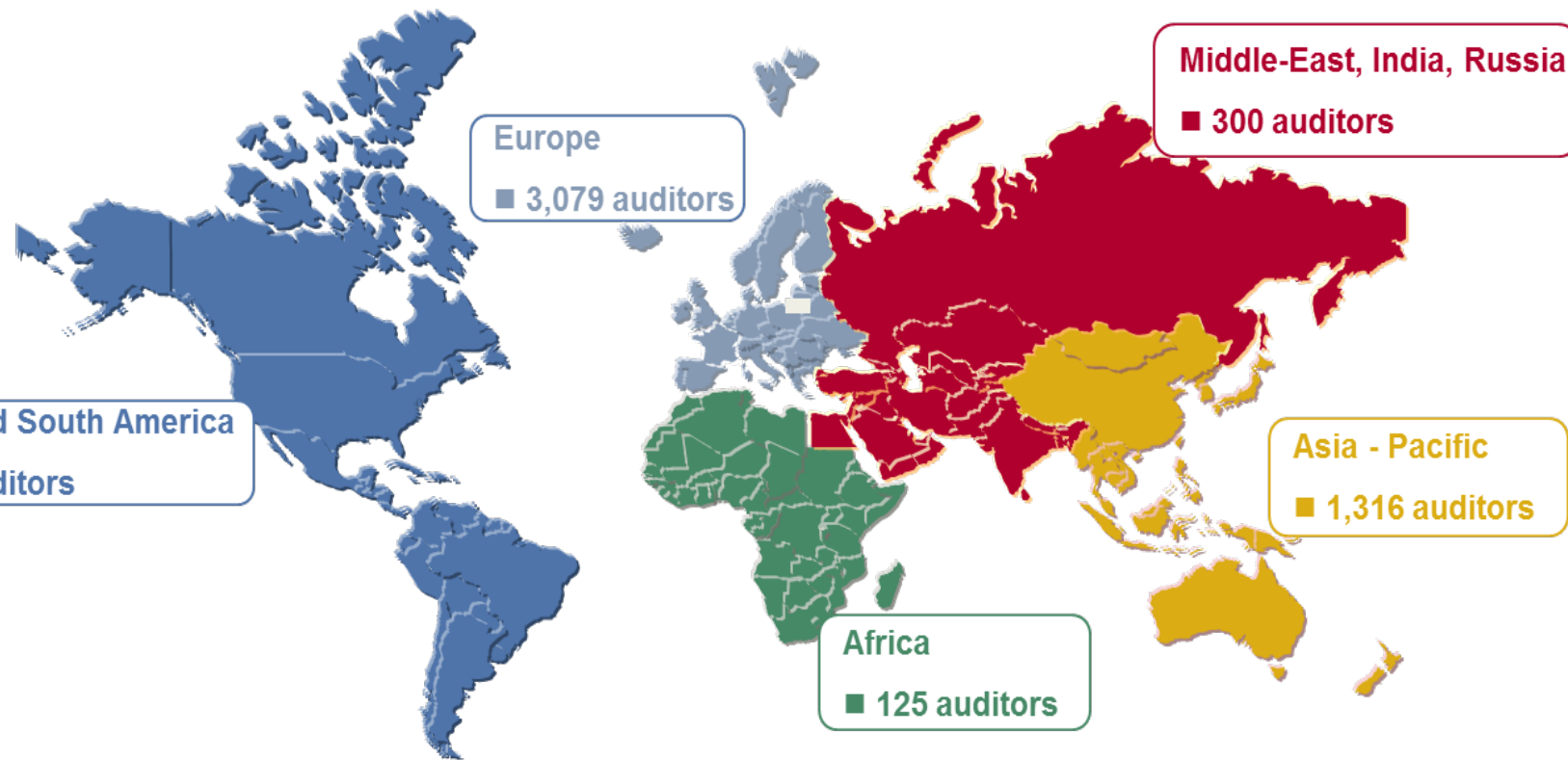
# GLOBAL AUDIT RESOURCES & LOCAL LANGUAGE



72,000 employees



1,400 offices and laboratories in 140 countries



**127,000+**  
certificates issued in  
2016

**60%+**  
of the Fortune 500  
companies work with BV



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# BUREAU VERITAS CERTIFICATION

## GLOBAL LEADERSHIP AND EXTERNAL RECOGNITION

### COMPREHENSIVE OFFER

Certification, auditing and training services to help clients meet **international** and **national standards** and **customer-specific requirements** worldwide



**EXTERNAL RECOGNITION**  
by national and international bodies

**12 Global  
100+ Local  
Accreditations**

**6,500+ auditors**  
Largest number of any certification body



**100+ countries**



# 03

## SOLUTIONS FOR YOUR BUSINESS

Bureau Veritas supports you in meeting international and national QHSE and market standards via certification, customized audits and training. Our aim: to help you **achieve continuous improvement.**



# OUR QHSE CERTIFICATION AND MANAGEMENT SYSTEM SOLUTIONS



## Quality

ISO 9001

## Environment

ISO 14001, EMAS

## Health & Safety

OSHAS 18001



## Information

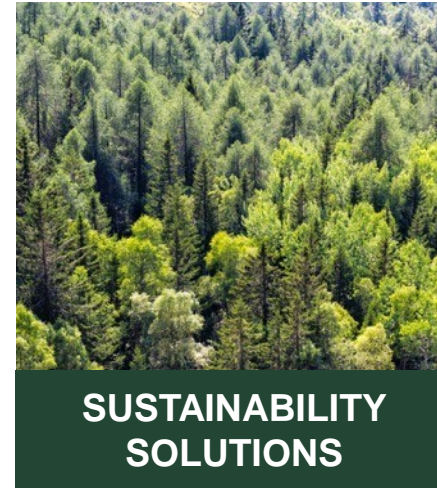
ISO 27001

## Supply chain

ISO 28000

## Risk management

ISO 31000



## Sustainability

SA8000

CAP 26000

## Energy management

ISO 50001

## Carbon

EU ETS

Carbon footprint

*We also provide sector-specific solutions and management systems required for market access*



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# CENTRALIZING YOUR CERTIFICATION

## 3 STEPS TO BUSINESS IMPROVEMENT



**Gain consistency, visibility and control**



**Improve cost-effectiveness**



**Maximize organizational improvement**



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# SOME OF OUR GLOBAL CERTIFICATION CLIENTS

## Aerospace



## Automotive



## Financial services



## Food



## Oil & Gas



## Power & Utilities



## Retail & Consumer Goods





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***Move Forward with Confidence***