

# ISO 9001 Assurance Program



## Attributes:

Name:	<b>ISO 9001 Assurance Program</b>
Criteria:	<i>ISO 9001 and Client Charter</i>
Market:	<i>All organisations</i>
Scope:	<i>International</i>
Output:	<i>Certificate of Confidence</i>
Validity:	<i>3 years, subject to on-going requirements</i>
Outcome:	<i>Certification gives confidence to the organisation and its customers in its ability to meet customer and applicable regulatory requirements, with the aim of enhancing customer satisfaction.</i>



**ISO 9001 Q-Mark™**

## Background:

The ISO 9001 Assurance Program is our flag-ship product. It provides a sound basis for any organisation looking to establish confidence in their ability to consistently meet customer requirements, along with being a catalyst for improving workplace productivity. It can be integrated into, any of our other assurance programs.

## The process:

As an organisation, the steps involved for you are:

### 1. **Applying for certification:**

Review and accept our customised Proposal, and you're underway!

### 2. **Achieving certification:**

Firstly, a pre-certification audit or "test run" will be conducted either on-site (at your premises) or off-site (at our premises) or both, to see whether your management systems are suitable. Areas of concern will be reported. Once concerns have been actioned, an on-site certification audit will be conducted, where we will examine the extent to which you address the program criteria. Areas of concern will be reported. Once we are satisfied there are no outstanding issues that present an unacceptable risk to you, your customers, regulators, Equal Assurance or others, we can proceed to issue a *Certificate of Confidence*. Well done!

### 3. **Maintaining certification:**

Depending on the level of risk, we will conduct a series of surveillance audits (and in some cases special and follow-up audits) and tri-ennial re-certification audits, to examine the extent to which you continue to address the program criteria. Areas of concern will be reported. So long as we continue to be satisfied there are no outstanding issues that present an unacceptable risk to you, your customers, regulators, Equal Assurance or others, your certification remains valid.

## Your next step:

Further details regarding the specific requirements of this assurance program are provided in our Client Charter. This and other relevant documentation are available for download from [www.equalassurance.com](http://www.equalassurance.com).

Contact one of our Account Manager who will prepare a Proposal Form at no cost.

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**Be confident.**™