

YOUR GLOBAL CERTIFICATION BODY



NEVER STOP IMPROVING

OUR PURPOSE

IS TO HELP CUSTOMERS
DELIVER PRODUCTS
THE WORLD CAN
TRUST



 PARTNERED WITH OVER
300+
CONSULTANTS

 OVER **32**
OPERATING
COUNTRIES

 **1000+**
EMPLOYEES
WORLDWIDE

 **10**
YEARS

AVERAGE
CUSTOMER
PARTNERSHIP

36,000
CERTIFICATES
GLOBALLY



PRESIDENT STATEMENT



Kevin Beard
NQA President

“ Welcome to our exciting organization. An organization that embraces change and the opportunity to continuously improve.

Every business can improve. That's what we believe at NQA and it's what we're here to achieve. Our certification and training services enable businesses to implement change and build for future success.

We understand the challenges your business faces on a daily basis. It takes passion, commitment and hard work to make a company succeed. We focus on understanding our customers and learning about their ambitions.

We help organizations of all sizes perform better and build on these improvements year on year. We don't make products, we make them better, so we help our customers help their customers. Our core values reflect what is truly important to us as an organization. They are the foundation of our company culture. As we grow, we want to maintain these values so that we can preserve what is special about our company.

We look forward to supporting your company and hope this marks the beginning of a strong partnership. ”

ABOUT US

We provide accredited certification, training and support services to help organizations improve their processes, performance, products and services.

We specialize in management systems certification for:

- QUALITY
- AEROSPACE (QUALITY)
- AUTOMOTIVE (QUALITY)
- ENVIRONMENT
- ENERGY
- HEALTH AND SAFETY
- INFORMATION RESILIENCE
- FOOD SAFETY
- RISK MANAGEMENT

OUR VALUES

Our values are focussed on customer service and integrity. We are committed to supporting each of our clients on a day to day basis to ensure that they get the best service possible and implement the best management systems available.

Our values are at the core of every action, move and decision we make. We believe in:

- Quality customer service
- Respect for the individual
- Organizational integrity
- Stewardship to stakeholders
- Embrace and drive change
- One enterprise
- The best people make the best teams
- Personal and organizational growth



OUR STORY

Our story began in the UK, in 1988. National Quality Assurance now more commonly known as NQA was formed by NICEIC, to ensure that the UK market place adopted the best practice of management systems.

Fast forward almost 30 years and today NQA is a part of NTS, the leading independent provider of environmental simulation testing, inspection and certification services in the USA.

NTS serves a broad range of industries, including the civil aviation, space, defence, nuclear, telecommunications, industrial, electronics, medical and automotive markets.

Working with our NTS clients and other organizations across the globe, NQA are able to help customers deliver products the world can trust.

OUR APPROACH

We aim to provide the best customer experience and to help you to never stop improving. That is our dedicated company belief. Our focus is on being proactive, using common sense and making our expertise available to you in a helpful way. We aim to be constructive rather than obstructive; fundamentally our relationship with you is not just an annual visit.

WHAT MAKES US DIFFERENT

Every business can do better, consistently, continually and sustainably. That's what we believe at NQA and it's what we're here to help you achieve. Our assessment, certification and training services enable businesses to implement change, improve management systems and build for future success.

We are passionate about helping our clients to improve their products, processes and people so that they can deliver excellent customer satisfaction.

Our approach is pragmatic and supportive whilst meeting the rigorous technical demands and integrity required for accredited certification.

WHY CHOOSE US?

- We'll find you the right certification structure that suits your organization, which is flexible enough to remain relevant as your business diversifies and grows
- We ensure that all of our auditors have the highest of knowledge not just in the specific standards but also within the industry that they audit
- We aim to provide continuity of auditor where possible to ensure the consistency of your certification programme
- We are a globally recognized brand
- We open doors for future business growth
- We link you to similar organizations or potential business partners across the globe
- We have strong elements of technical knowledge and believe in upholding integrity.

ACCREDITATION

Accreditation is an independent assessment that ensures certification bodies have the technical competence and impartiality to deliver credible certification services. This is essential to building confidence and trust in certification. Accredited certification ensures that the certification service you are receiving is not only impartial, but trustworthy, value added and recognised internationally.

“ We very much value the knowledge of the NQA auditors. ”

JAGUAR LAND ROVER - OHSAS 18001

WHY ACCREDITATION?

We believe in the impartiality of an auditor, the integrity of an audit and the rigor of the certification process. That's why it's our policy to offer accredited certification wherever possible.

Where accredited certification is not possible, we apply these same values and principles to the auditing process to ensure you get a consistent, impartial and value added audit approach at all times.

We are regularly and rigorously assessed against ISO 17021 - the international standard that ensures our competence, impartiality and performance capability as a certification body.

Our accreditations include:

- **UKAS** - the United Kingdom Accreditation Service for which we have one of the widest scopes of accreditation covering most economic sectors
- **ANAB** - the ANSI-ASQ National Accreditation Board in the USA
- **CNAS** – the Chinese National Accreditation Service for conformity assessment. They are also an IAF co-signatory.
- **DAC** – the Dubai Accreditation Department is the official body in the Emirate of Dubai responsible for assessing and accrediting the competence of organizations in the field of certification of management systems.
- **IATF** - the International Automotive Task Force for the provision of certification against IATF 16949 (Automotive Quality Management). They grant NQA recognition for IATF 16949 auditing activities.

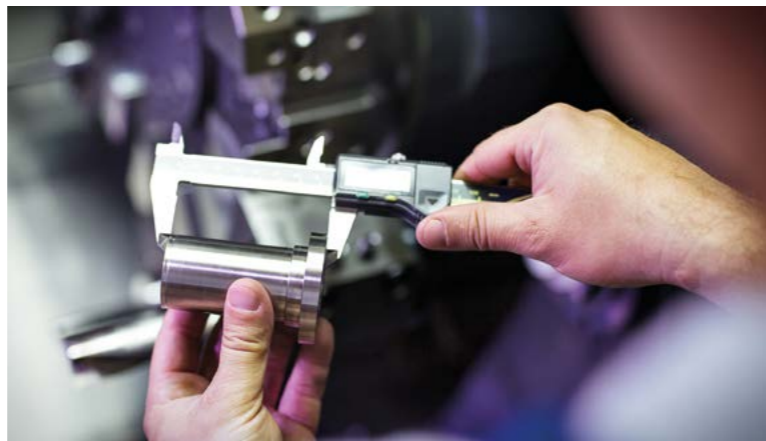


QUALITY



“ Certification allows you to understand what your business does in terms of customer focus. Once you have that in place you can improve on it and deliver ongoing quality management. ”

VIRGIN MEDIA



ISO 9001

ISO 9001 is the internationally recognised standard for Quality Management Systems (QMS). This standard is designed to provide the basis for effective processes and operative people to deliver a successful product or service time after time.

BENEFITS OF ISO 9001

- Implement best practices to drive customer satisfaction
- Win more business
- Reduce costs of delivery
- Build a sustainable business
- Work effectively with stakeholders and your supply chain



AEROSPACE (QUALITY)



“ *The safety critical nature of our work means that quality is the highest priority to us in everything that we do. Our certification body NQA makes a positive input to this by understanding the on call nature of our business and by applying a cost effective and consistently high standard of audit surveillance across our multi-site.* ”

CAPARO TESTING TECHNOLOGIES

AS9100/AS9110/ AS9120

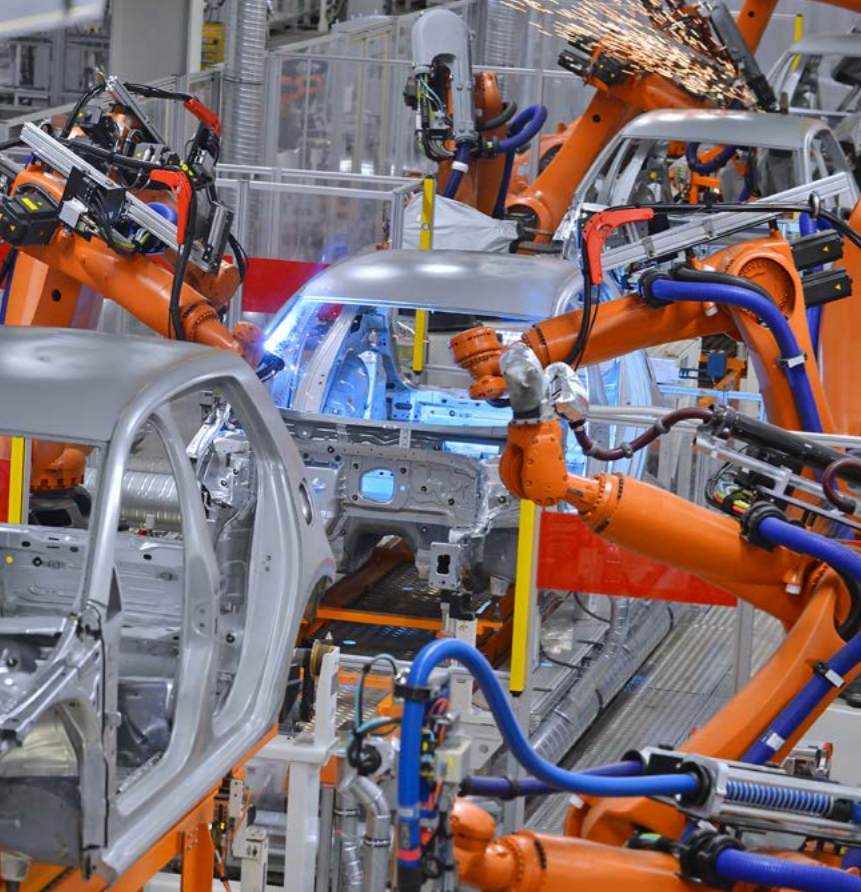
AS9100 is for organizations that design and manufacture products for the aerospace industry, including parts, components and assemblies.

AS9110 is for repair stations and is based on AS9100 but adds specific requirements that are critical for the maintenance of commercial, private, and military aircrafts. This standard is offered by our US office only, with ANAB accreditation.

AS9120 is for stockists and distributors of parts to manufacturers that supply the aerospace industry. This standard addresses the chain of custody, traceability, stock control and availability of records.

BENEFITS OF AS9100/AS9110/AS9120

- Reduce the risk of product or service
- Reduce the risks of fatal failures
- Demonstrate effective quality management to achieve a license to trade
- Help you to get listed on the Online Supplier Information System (OASIS) database
- Continually improve and win international growth opportunities



“ I have had the pleasure of working with NQA for nearly 12 years across multiple sites within the UK and Europe for certification to: TS 16949, ISO 9001, ISO 14001, OHSAS 18001. I can honestly say NQA are a professional and knowledgeable organization who provide great service and support to Al Ltd in the certification, maintenance and training. ”

AUTINS GROUP

AUTOMOTIVE (QUALITY)

IATF 16949

IATF 16949 was jointly developed by The International Automotive Task Force (IATF) members and submitted to the International Organization for Standardization (ISO) for approval and publication. IATF 16949 emphasizes the development of a process oriented quality management system that provides for: continual improvement, defect prevention, reduction of variation and waste in the supply chain specifically in the automotive industry. The goal is to meet customer requirements efficiently and effectively.

BENEFITS OF IATF 16949

- Helps you to get recognized as a world-class automotive supplier
- Can integrate with other management system standards
- Bring in quality and continual improvement
- Mitigate risk and improve opportunity management of risk-based thinking



“ We found both NQA auditors approach very effective, they put the person they were speaking to at ease which allowed conversation to flow and a natural demonstration of the Management System. This approach worked very effectively. ”

SOUTHAMPTON AIRPORT



ENVIRONMENT

ISO 14001

The principal management system standard which specifies the requirements for the formulation and maintenance of an EMS. This helps to control an organizations' environmental aspects, reduce impacts and ensure legal compliance.

BENEFITS OF ISO 14001

- Improve environmental management
- Can help you to meet the regulatory challenges of the future
- Reduce operating costs
- Improve stakeholder relationships
- Improve business credentials
- Can help to win more business



“ From the start, we were very clear about what we wanted to achieve and NQA worked to support our aims and values. After long discussions we were confident that we could work together to achieve our objectives. ”

COSTA

ENERGY

ISO 50001

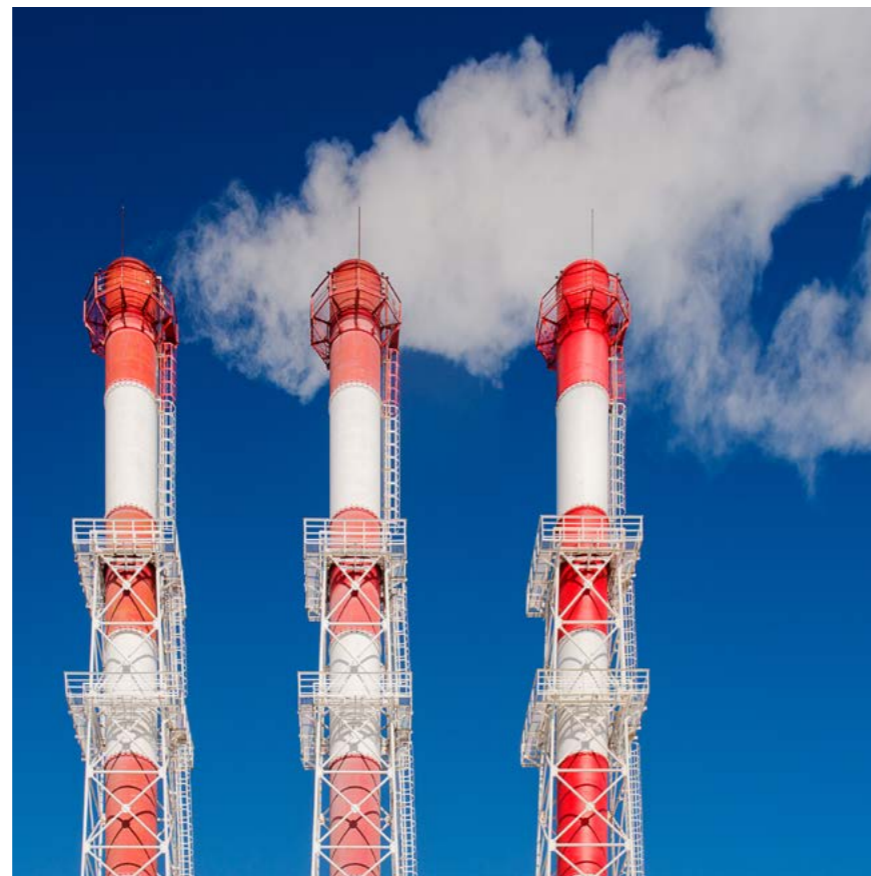
This standard provides the most robust framework for optimising energy efficiency in both public and private sector organizations.

Effective energy management isn't just good for business, it's also becoming a requirement.

ISO 50001 builds on the requirements of ISO 14001 and is therefore recommended as a bolt on to any EMS.

BENEFITS OF ISO 50001

- Reduced operating costs
- Improved energy efficiency
- Reduced carbon footprint
- Help you to understand how statutory and regulatory requirements can impact your organization
- Enhances your business





HEALTH AND SAFETY

OHSAS 18001/ ISO 45001

OHSAS 18001/ISO 45001 provides a framework for the effective management of Occupational Health and Safety including all aspects of risk management and legal compliance. It addresses occupational health and safety rather than any specific product safety matters.

BENEFITS OF OHSAS 18001/ISO 45001

- Creates a good working condition across your organization
- Identify hazards and put in place controls to manage them
- Reduce workplace accidents and illness to cut related costs and downtime
- Improve business credentials
- Demonstrate compliance to customers and suppliers

“ Although we were carrying out internal audits, we were only auditing to our own standards. The advantage of obtaining OHSAS 18001 is that we are now audited to agreed standards that allow us to strive for best practice as well as benchmarking ourselves against other companies. ”

BIFFA



“ We wanted a more systematic approach to our ISMS activities. NQA made it clear that certification would allow us to demonstrate full compliance with the ESA Security Directives and show to member states, international partners and industry, our on-going commitment to information security and data protection. ”

EUROPEAN SPACE AGENCY (ESA)



INFORMATION RESILIENCE

ISO 27001

This standard provides a framework for Information Security Management Systems (ISMS) that enables the continued accessibility, confidentiality and integrity of information as well as legal compliance. ISO 27001 implementation is an ideal response to customer and legal requirements such as the Data Protection Act and potential security threats including cyber theft and crime.

ISO 20000-1

This standard is designed to help organizations deliver effective managed IT services to customers and maintain those standards over time. It helps organizations efficiently deliver quality IT Service Management through a comprehensive process approach. ITSMS implementation is designed to be a bedrock upon which to build continually improving service management systems.

BENEFITS OF ISO 27001 / ISO 20000-1

- Secure data in a correct and effective manner
- Increase customer satisfaction
- Improve business continuity
- Improved risk management
- Proven business credentials
- Helps to win more business



“ Gaining ISO 22000 certification with NQA highlights our commitment and focus on providing high quality products to our customers which in turn offers confidence in our product range and the quality systems we have in place. ”

MULTIFRY LIMITED

FOOD SAFETY

ISO 22000

ISO 22000 – combines and supplements the core elements of ISO 9001 and HACCP to provide an effective framework for the development, implementation, monitorization and continual improvement of a documented Food Safety Management System (FSMS) within the context of the organization’s overall business risks.

GMP

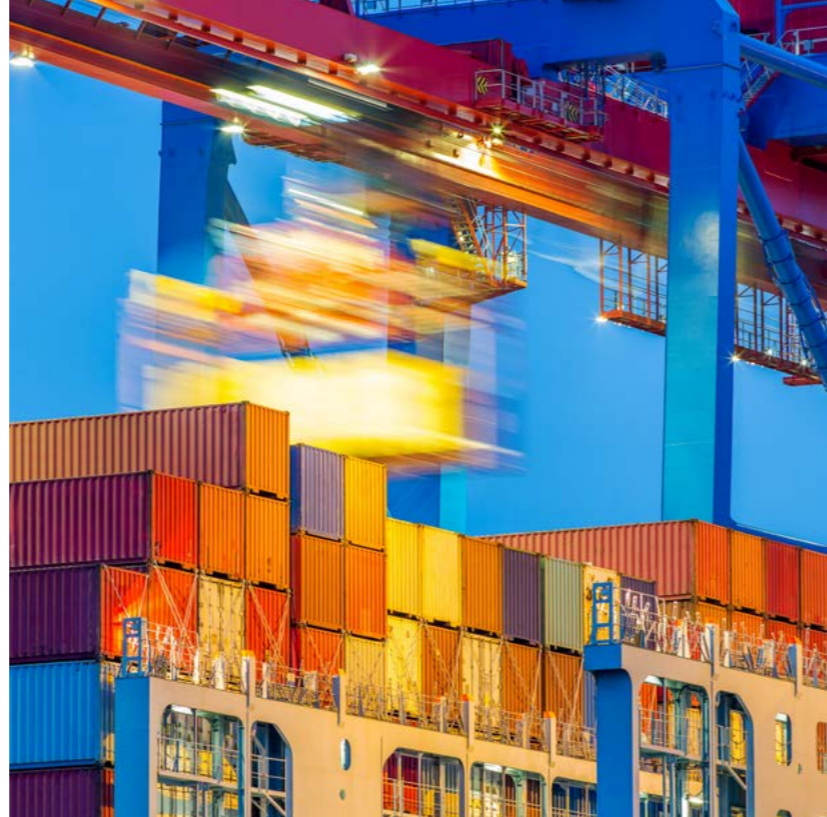
GMP (Good Manufacturing Practices) establishes the operational conditions and requirements necessary to ensure hygiene throughout the food chain and for the production thereof.

FSSC 22000

Food Safety System Certification has been developed in response to customer demands for a recognisable standard against which a food safety management system can be audited and certificated.

HACCP

Hazard Analysis and Critical Control Points (HACCP) is the most internationally recognised system based on production of safe food from a preventative approach. A HACCP-based system is a legal requirement in several countries, including USA and UAE, at all levels of the food chain, with the exception of primary production.



RISK MANAGEMENT

ISO 55001

Assets can be a competitive advantage or can drain your organization's resources. That's why it is important to manage your assets effectively. ISO 55001 is especially relevant in industries that are capital intensive, have significant physical assets to manage and have high fixed costs. This can include utilities, heavy and light manufacturing, distribution, construction, property management and transportation.

ISO 22301

This standard provides a practical framework for setting up and managing an effective business continuity management system. This aims to safeguard it from a wide range of potential threats and disruptions including: technology failure, sudden loss of critical resources, natural disasters, terrorist attacks and other emergency situations.

BS 11000 / ISO 44001

BS 11000 / ISO 44001 involves a structured approach to sharing resources, experience and skills supported by a method for creating, delivering and ending relationships. Implementing this standard can help you with collaborative working, collaboration, relationship management plan, relationship management.

“ We are proud to have been certified towards a number of critical management systems with NQA, in particular ISO 22301. The speed in which we have been able to establish these management systems within our business operations is phenomenal. We could not have done this without the support of NQA. They understood our ambition to achieve certification in record time and pulled out all the stops to help us get there. ”

CITYFIBRE

TRAINING AND SUPPORT SERVICE

We can help you improve both your personal and professional skills by offering a comprehensive range of learning and development services. These are designed to give you the skills to implement, audit and manage effective systems across a range of standards.

FLEXIBLE LEARNING

We offer complete flexibility with our training courses, from e-learning courses to be completed in your own time, to public courses where you can meet delegates from other companies, or in-house training provided specifically for your organization at a venue of your choice.

CREDIBILITY OF COURSES

All of our courses are CPD (Continual Professional Development) certified. We also offer many courses that are independently certified by IRCA (International Register of Certificated Auditors).

QUALITY TUITION

Our tutors are highly qualified and deliver first class knowledge gained from their extensive practical experience.

We also regularly run a plethora of webinars covering subjects from transition knowledge to auditing techniques.

“ The NQA name is held in high esteem and their customer service backs this up. ”

MORTON HODSON

ASSOCIATE CONSULTANT REGISTER

As an accredited certification body, NQA has to remain impartial at all times and therefore cannot provide consultancy services.

In order to support our clients with all of their needs, NQA partners with reputable consultants across the globe, who can assist our clients further with standard implementation and management system best practices.

LOOKING FOR A CONSULTANT?

NQA has an Associate Consultant Register (ACR) of consultants with a proven track record of management system implementation and successful certification of their clients.

We can provide you with the details of reputable consultants that can meet your requirements for you to contact directly.

OFFER CONSULTANCY SERVICE?

If you offer consultancy services to clients for ISO management systems, we would love to partner with you to help support both our clients and your organization. Our Associate Consultant Register offers many benefits to support you and your clients.

CLIENTS WE WORK WITH

NQA works with a number of clients, both globally and locally. From single standard to integrated management system clients or from single site organizations to multisite multinational corporations. NQA is able to understand, service and support each individual client.

We've helped thousands of organizations from a wide range of sectors improve their management systems and business performance through certification. We have over 36,000 active certificates.

Here's a selection of clients we've worked with and the benefits they've gained.



COSTA



The
GLENMORANGIE
COMPANY



“NQA’s approach is practical and proactive. Our auditor understands our business.”

GLENMORANGIE

NQA'S PRICE PROMISE

Here at NQA we are committed to expressing and delivering our values through a premium service to every single client. To demonstrate this we have recently launched the NQA Price Promise highlighting our core values of technical integrity, excellent customer service and fully inclusive and transparent pricing.

- ✗ We don't charge travel and expenses for audits within the UK
- ✗ We don't charge hidden costs like certification fees or admin fees
- ✗ We don't increase audit time for transitions unless necessary
- ✗ We don't require a mandatory gap analysis audit prior to transition
- ✗ We don't charge premium prices
- ✓ We will provide all-inclusive and transparent prices
- ✓ We will deliver excellent customer service
- ✓ We will provide added value through our audits and reports
- ✓ We will ensure our auditors are technically competent for your industry
- ✓ We will provide FOC Transition support material

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