

# GUIDE TO TRANSFERRING TO NQA CERTIFICATION LTD



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As consumers prior to making a large purchase we always try to shop around to ensure we are getting the best deal possible from a trusted organization. Working in the certification industry is no different, and you should ensure that you not only get on with your certification body but that you are happy with the service they are providing. If you are thinking about transferring your certification to NQA this guide is designed to help you do just that!

## Reasons for transferring your certification

There are many reasons why an organization may start thinking about switching Certification Bodies:

- Poor service
- Multiple standards with different CBs
- Re-tendering process
- Pressure from your parent organization

What is important is that you select the right certification body that suits your organization.

## Why NQA?

Here at NQA we pride ourselves on being a global certification body with a local feel. This means we can be responsive to your specific needs and changes within your industry, whilst ensuring that we retain and grow our expertise by sharing our knowledge across the planet.

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

Our approach is pragmatic and supportive whilst meeting the rigorous technical demands and integrity of accredited certification. By adding a common sense approach into the mix we can ensure that we not only deliver the right certification for you but we can ensure we stay ahead of the game and support you as your business grows.

You can expect:

- **Practical advice.** We help you understand the technical requirements and stages of the certification process in plain English
- **Improvement focus.** We not only assess your compliance with your chosen standard, we aim to identify opportunities for improvement at every audit
- **Comprehensive service.** We provide a complete range of certification services with global coverage enabling you to integrate certification for greater efficiency
- **Different ways to learn.** Online, class-room and in-house courses; we think it's important that you can gain new technical skills your way
- **Great value.** No hidden fees, competitive rates and access to world-class technical support
- **The latest technical advice.** Our worldwide network of experts participate in technical committees and standards writing; we help you keep up with developments

Finally our mission is to support our clients as much as possible and this is evident through each of our added value services which include:

- Assessor continuity and multi standard assessors
- Valuable audit report learning from your industry
- Complimentary e-learning courses to all clients
- Expert webinars providing you with the opportunity to ask an Assessor any question you have
- A free monthly e-zine InTouch designed to keep you in touch with the latest legislative changes, industry announcements and hot topics within the standards

## A stepped approach to transferring to NQA Certification Ltd

There is a simple 6 step process to transferring your certification to NQA and can take as little as 1 week. Follow these steps to ensure a quick and easy transfer to NQA:

1. Contact NQA to discuss your transfer requirements with one of our Business Development Advisors either email us: [usasales@nqa.com](mailto:usasales@nqa.com) or call us on (800) 649 5289.
2. Download and complete the Quote Request Form and return with the following required documentation:
  - Current valid certificate from an ANAB Accredited CB
  - Audit reports dating back to the last recertification year
  - Evidence of closure of any non-conformances
  - Existing schedule of days
3. You will receive a proposal for the transfer of your certification and the ongoing programme for either the next 3 year cycle (if transferring during a recertification year) or for the remainder of the 3 year cycle. Please sign and return this proposal to begin the transfer process
4. NQA will complete a desktop audit internally to transfer your certification to NQA. This is usually free of charge
5. NQA will issue a certificate to you with an expiry date that is aligned with your current certification requirements. We will then pick up the existing surveillance programme and complete all audits going forward.
6. You can now inform your old Certification Body that you no longer wish to maintain your certification

\*Please note some Certification Bodies may charge a cancellation fee, so please check your terms and conditions carefully prior to making any decision.

## What happens next?

### Transferring during a surveillance year

In order to ensure the validity of your certificate, NQA will pick up your existing audit programme until the recertification year has been completed. This means that the audit duration each year will be maintained as per your current certification bodies programme, but it will be completed by an NQA auditor and charged at NQA prices agreed in your proposal. Once the recertification year has been completed NQA will review the number of days we are completing and may change these in line with our processes and procedures – these may increase or decrease.

### Transferring during a recertification year

If you transfer during a recertification year NQA will complete the same number of days for this audit as required by your previous certification body and once complete will immediately review the number of days being completed and re-create an audit programme based on NQA's processes. The number of days will have been provided to you during the proposal process (Step 3).

## What about the transition audit to the new standards?

When you transfer your organization's certification to NQA it will not be possible to transition to the new standard at that point, as the certification will need to transfer like for like. We can however complete your transition audit at either your surveillance audit or your recertification audit depending on when you will be ready.

NQA are advising all clients to transition during the recertification year where possible, in order to reduce any additional time and costs required to transition, however we will work with you to ensure you transition smoothly prior to the deadline in September 2018. To help you with this, NQA offer the following support services to ensure that the transition process is smooth and pain free as possible:

- Free e-learning training
- Complimentary webinars – ask the assessor questions
- Online gap analysis tools
- Expert advice from your assessor at the audit



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**Contact us**

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