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| **Company name:** |  |
| **Company website:** |  |
| **Standards:** |  |
| **Date of certification:** |  |

1. **Please provide background info on the company** *(Number of employees, whether one site or many, main business activity, any interesting information, when company started etc.)*
2. **What was the main objective(s) in going for this certification?** *(Why did you go for it? What were you hoping to achieve? Who suggested certification? Do you have any other standards? etc.)*
3. **What specific benefits have you seen to your business of getting this certification?** *(How has it helped to meet the objectives in question 2? Do you have any tangible stats? How has it helped your business in general? What changes have you seen?)*
4. **Why** (if relevant) **did you integrate your systems?**
5. **What did your business have to do to get certified?** *(Was it hard work? Did you have a specific employee overseeing the project? Did you experience any difficulties? What were your challenges? Did you have to change anything?)*
6. **Why did you choose to use NQA as your certification body?** *(What was it about NQA that made you decide to use us? Did you look at any other CBs? What was different/appealing about NQA? Did NQA meet your expectations?)*
7. **Did you use a consultant to help you put the relevant systems in place prior to getting certified?** *(If so please supply their name and company name. Why did you use a consultant?)*
8. **Who was your assessor and how did/do you find the auditing process?** *(Was it hard, were you prepared? How did you prepare? Did you learn anything new?)*
9. **What are the differences between your last CB and NQA?** *(if applicable)*
10. **Is there anything else you would like to add about the certification process/plans for future certification?** *(What would you do differently next time? What did you like about the process? Have you got any plans to implement new standards?)*
11. **Please provide images that could be used to support your case study**

**Note:** Please use quotes from relevant people within your organisation to emphasise relevant points. Generic images that denote the main activities of your organisation are the most effective illustration of a case study and are preferable to images of people receiving a certificate. Images don’t have to be professionally taken, but would of course be better if they are of good quality.