



ACCREDITED V UNACCREDITED



Judith Hargreaves
LLB Hons



OUR PURPOSE

IS TO HELP
CUSTOMERS
DELIVER PRODUCTS
THE WORLD CAN
TRUST

NQA is a **world leading certification body** with global operations.

NQA specialises in certification in **high technology** and engineering sectors.



AMERICA'S NO.1

Certification body in
Aerospace sector

GLOBAL NO.1

Certification body in
telecommunications and
Automotive sector

TOP 3 IN THE UK

ISO 9001, ISO 14001,
ISO 45001, ISO 27001

GLOBAL NO.3

Certification body in
Aerospace sector

CHINA'S NO.1

Certification body in
Automotive sector

UK'S NO.2

Certification body in
Aerospace sector

CERTIFICATION AND TRAINING SERVICES

We specialize in management systems certification for:



QUALITY



AEROSPACE
(QUALITY)



AUTOMOTIVE
(QUALITY)



ENVIRONMENT



ENERGY



HEALTH AND
SAFETY



INFORMATION
RESILIENCE



FOOD SAFETY



RISK
MANAGEMENT



MEDICAL
DEVICES

NATIONWIDE TRAINING SERVICES

ACCREDITED COURSES



Virtual Learning



e-Learning / Live Webinars



In-house Training



Public Training Nationwide Locations



RANGE OF COURSES



QUALITY



ENVIRONMENT



ENERGY



HEALTH AND SAFETY



INFORMATION SECURITY



MEDICAL DEVICES



BUSINESS CONTINUITY



AEROSPACE



INTEGRATED MANAGEMENT

- **e-Learning** Introduction
- **1 day** Introduction Courses
- **2 day** Implementation Courses
- **2 day** Internal Auditor – NQA or IRCA
- **5 day** Lead Auditor – NQA or IRCA
- **Advanced** Training

 CQI |  IRCA
APPROVED TRAINING PARTNER





NEVER STOP IMPROVING

KEY INFO

- 45 minute webinar
- Questions in the chat box
- Q&A at the end
- Recording of webinar circulated shortly

YOUR PRESENTER



Judith Hargreaves

ISO 9001, ISO 14001, ISO 45001,
PAS43, SSIP, NHSS 17

NQA Regional Assessor



Judith is a lead assessor for ISO 9001, 14001, 45001, PAS43 and NHSS schemes, and leads assessments for some of NQA's largest clients. It is the responsibility of the assessor to ensure compliance to the Standards are evidenced and work with clients to ensure they are getting the most value out of the Standard they are certified to. Judith's industry experience and personal achievements across a variety of sectors sets her in a perfect position to support NQA clients with added value services such as webinars, blogs and videos.

OBJECTIVES OF TODAY'S WEBINAR

Understand the difference between accredited and unaccredited

The benefits and pitfalls

Certification shopping



A LONG TIME AGO.. IN A GALAXY FAR AWAY...

All business owners became regulated:

- ***Donohue v Stevenson 1932*** – The neighbour Principle adopted into English Tort law and Scots Delict law

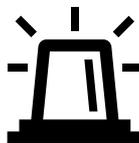


- Sales of Goods Act 1979 - ***Harlington & Leinster v Christopher Hull Fine Art [1991] 1 QB 564***



YOU ARE ALREADY REGULATED

- Employment Act 1995 - *Vento v Chief Constable of West Yorkshire Police (No.2)* (20 December 2002)



- Equality Act 2010 - *WR (on the application of Unison) v Lord Chancellor* (Supreme Court, 26 July 2017)



SO WHAT?

Without the law (whether we agree with it or not.....)

- No mechanism to redress a business or person who causes us harm, perceived or not
 - No way of getting our money back if we do not receive the product or service expected
 - No further avenue to explore if the business or person dismisses your grievance
 - No Impartial body to take emotion out of the situation and look at what is the issue, what is the rule for issue and how should that have been applied – what is the result?
-

YOU SHOULD EXPECT THE SAME FROM YOUR CERTIFICATION BODY

“UKAS is the National Accreditation Body for the United Kingdom. We are appointed by government, to assess and accredit organisations that provide services including certification, testing, inspection and calibration.” [UKAS - The UK Accreditation Body - Creating Confidence – UKAS](#)

There is also global mutual recognition through the International Accreditation Forum

Other professions:

- General Medical Council
- The Law Society
- Trading Standards
- Financial Ombudsman

The most serious issues you may ever face as a person, have regulated government led oversight

**YOUR BUSINESS AND VALID
CERTIFICATION IS THE MOST
IMPORTANT ISSUE TO US**

AGAIN SO WHAT?

- This year alone we have had over 50 days being audited ourselves by UKAS
 - Our processes have been assessed and tested by UKAS Experts in their own Field and Standards
 - The management of Certification is not the only aspect they are interested in, they also look at complaints, allocation of days, misuse of logo and competence, competence and more competence from assessors, decision makers and leadership.
 - This does not even include the internal audit programme of NQAUK, and other partners across the world
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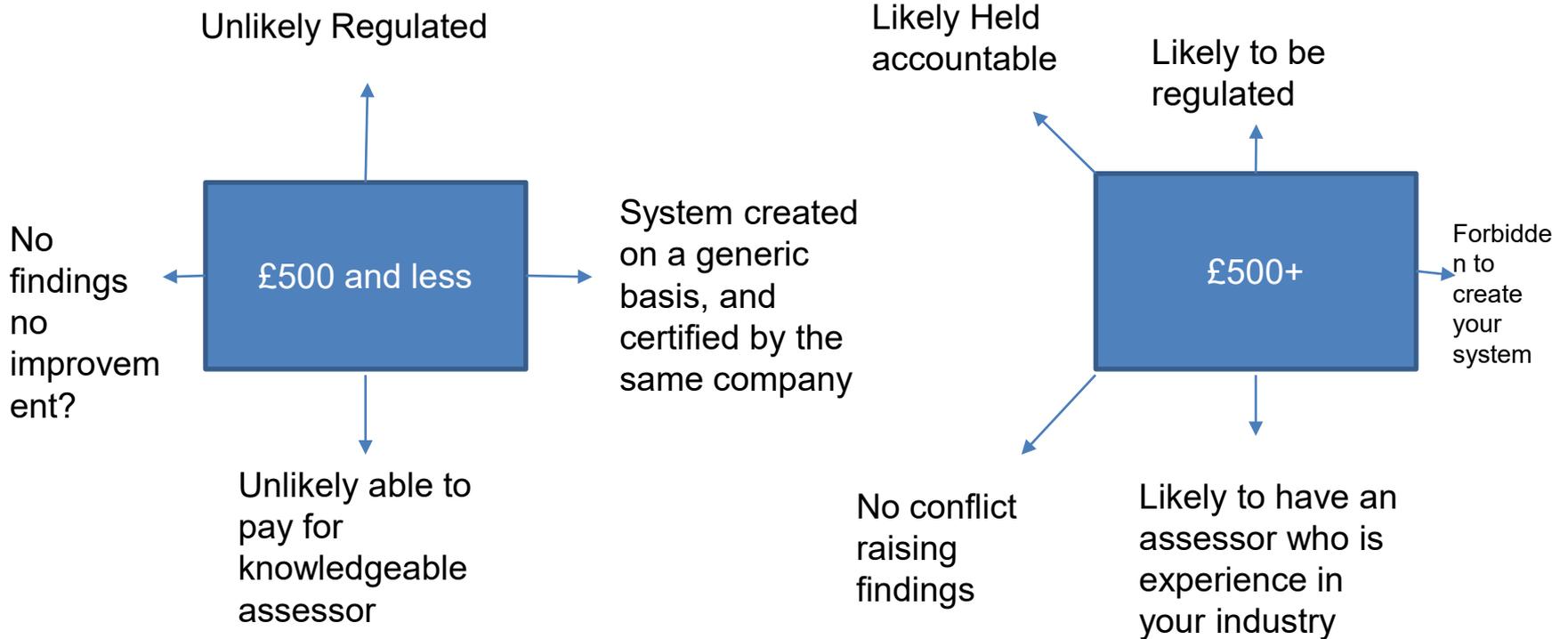
WHY IS THE LOGO IMPORTANT?

- The NQA logo is subject to copyright, this is monitored by myself, non-certified businesses using this are contacted and action is pursued
- This automatically tells your associates from your certificate that your system is certified by a reputable and regulated government body
- It also tells your customers you have invested in certification and because this means a higher cost – you probably take it seriously



- Your company certification can be checked by using UKAS website to verify your certificate is genuine
- Should you be unhappy with how your certification body has managed a complaint, you can complain directly to UKAS
- UKAS operates on a Memorandum of understanding and is the only internationally accredited certification available in the UK

VALUE





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THE FINAL QUESTION

- **Yes accredited certification bodies cost more – we also pay A LOT to be accredited, not only the external audit but the resource to ensure our house in order, including ensuring our assessor skill base is effective, knowledgeable and up to date so that you get an audit that is worthwhile**

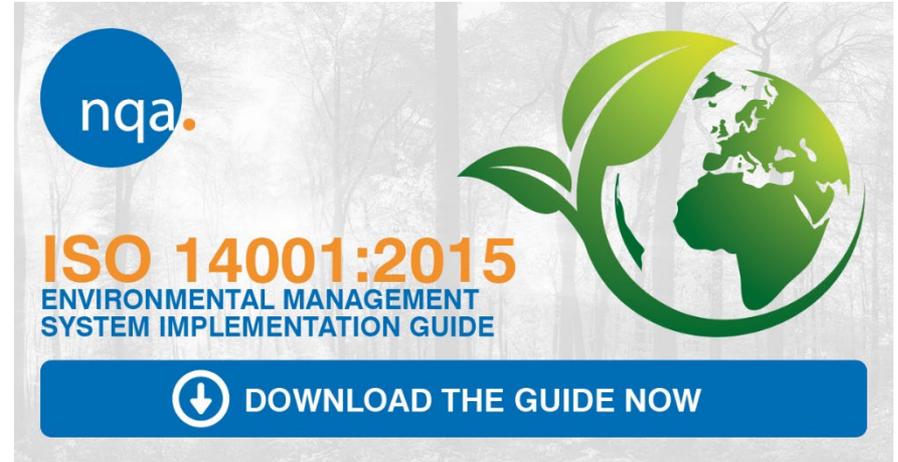
WHY WOULD YOU CHOOSE:

- **To pay for something that does not stand up to validation checking**
- **Has no formal redress**
- **That possibly has not had confidence to pay for the external validation**

YOU ARE ALREADY REGULATED

HAVE A REGULATED CERTIFICATION BODY TAKE YOUR BUSINESS AS SERIOUSLY AS YOU DO

- [Training](#)
- Regular news, legislative updates and blogs via our website. Or sign up to InTouch [here](#).
- Implementation guides >>>
- Annex SL Comparison Tool [download](#)
- NQA Associate [Partner Programme](#)





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Q&A



THANK YOU

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