CCQM

Con Cert
Quality Management

When Quality Matters

MANAGEMENT SYSTEMS

CATALOGUE 2017

www.ccqm.ch

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TABLE OF CONTENTS

Why is it important to certify your organization nowadays? 4
Why choose CCQM as a Third Party Certification Body?..... 5
Understanding the certification process..... 6

CONTINUITY, RESILIENCE, AND RECOVERY..... 7
ISO 22301 Business Continuity Management Systems..... 8
ISO 28000 Supply Chain Security Management Systems..... 10
BCE Business Continuity Essentials..... 12

INFORMATION SECURITY MANAGEMENT..... 14
ISO/IEC 27001 Information Security Management Systems..... 15
ISE Information Security Essentials..... 17

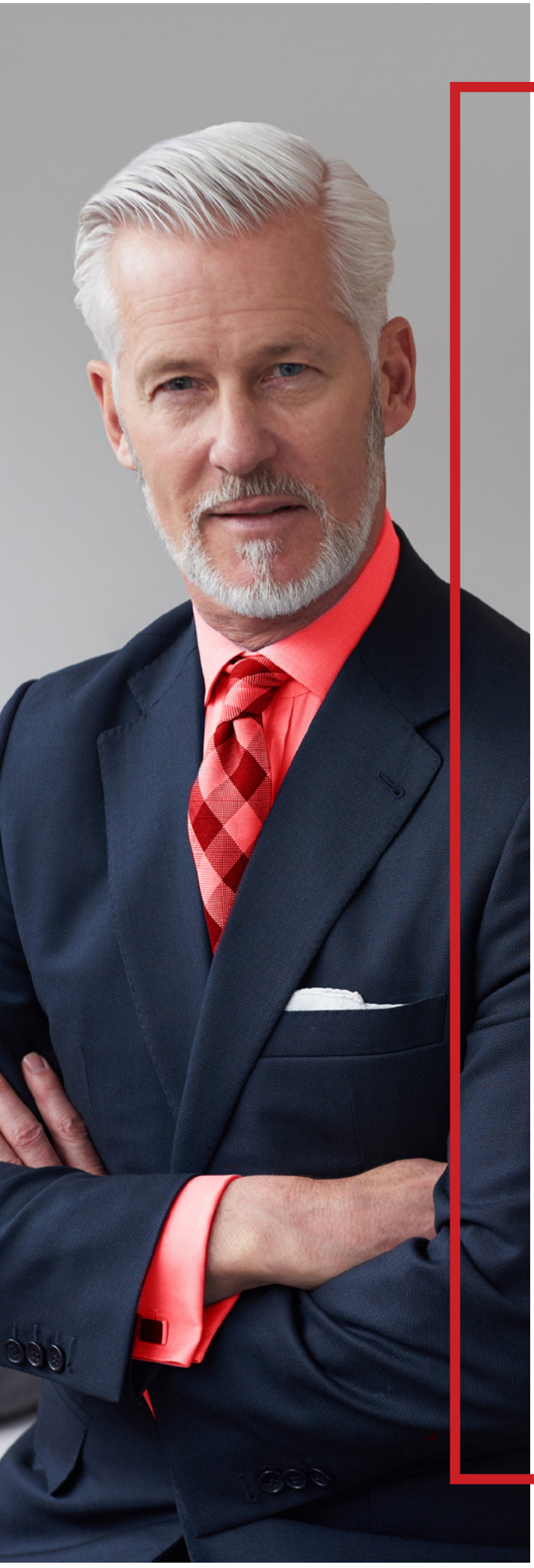
SERVICE MANAGEMENT..... 19
ISO/IEC 20000 IT Service Management Systems..... 20
ISO 55001 Asset Management Systems..... 22

GOVERNANCE, RISK AND COMPLIANCE..... 24
ISO 37001 Anti-Bribery Management Systems..... 25

HEALTH, SAFETY AND ENVIRONMENT..... 27
ISO 14001 Environmental Management Systems..... 28
ISO 22000 Food Safety Management Systems..... 30
OHSAS 18001 Occupational Health and Safety Management Systems..... 32
ISO 20121 Event Sustainability Management Systems..... 34
EME Environmental Management Essentials..... 36

QUALITY MANAGEMENT SYSTEMS..... 38
ISO 9001 Quality Management Systems..... 39
ISO 13485 Medical Devices Quality Management Systems..... 41
ISO 30301 Records Quality Management Systems..... 43
QME Quality Management Essentials..... 45

TRANSPORTATION, TELECOM AND ENERGY..... 47
IATF 16949 Automotive Quality Management Systems..... 48
ISO 39001 Road Traffic Safety Management Systems..... 50
ISO 50001 Energy Management Systems..... 52



Why is it important to certify your organization nowadays?

In order to operate in today's global market, it is essential to prove compliance with regulatory requirements and best practices.

Therefore, a management system certification is critical for business to achieve success, put their product or service in the market, and survive. Regardless of the organization's size, type or industry, the certification process has upheld invaluable to companies as it enables them to increase efficiency, improve risk management, increase consumer satisfaction, eliminate redundancies and consolidate systems with the intention to achieve the objectives and internal business improvements.

Correspondingly, in order for organizations to ensure stability and move forward, they should operate a management system with the appropriate knowledge and expertise. This can be achieved by implementing the best practices based on internationally recognized standards. Certifying your management system shows your company's commitment to delivering quality products and/or services and compliance with regulatory requirements.

Why choose CCQM as a Third Party Certification Body?

When your organization is certified against international management system standards, it proves to its customers, competitors, employees, and investors that it follows and uses best practices.

So, how does a company decide which third party certification body to choose to ensure that it is receiving valuable and credible certification services? Easy, by choosing an accredited certification body that to be thoroughly audited on multiple standards and complies with international regulatory requirements by an accredited accreditation body.

Surely, CCQM is an SAS accredited certification body for persons, management systems, and products on a wide range of international standards. As a global provider of training, examination, audit, and certification services, CCQM offers its expertise on multiple fields, including but not limited to Quality Management Systems, Information Security, Business Continuity, Service Management, Risk and Management, Health, Safety and Environment, etc.

We offer eminent auditing and management system certifications that can build trust and bring value to your organization, in meeting regulatory and consumer requirements. Our Certified MS Auditors hold a certification that is the benchmark for management system audits, which demonstrates their commitment, excellence and professionalism. Fortunately, a large number of organizations have grown to appreciate and acknowledge that by incorporating the respective standard's framework into their management system, leads to positive improvements within their field of operations.

Here at CCQM, we are dedicated to leave our footprint as a credible certification body that helps organizations to be reliable and competent. We aim to achieve this by providing services that are always followed with integrity, professionalism and fairness to both individuals and organizations, and that can benefit society as a whole. As we understand the value of an excellent customer service, we are committed to a 24-hour response rate and only the best services for each individual client.

Understanding the certification process

Upon verifying that your organization is in compliance with requirements of the relevant standard by means of an audit, a Management System Certification (also known as 'registration') is granted by CCQM.

This certification is then maintained through scheduled annual surveillance audits conducted by CCQM, with re-certification of the management system performed on a triannual basis.

- **Step 1.** Pre-Audit (Optional) - Must be conducted at least 3 months before the Certification Audit
- **Step 2.** Audit Plan - The plan needs to be mutually agreed upon
- **Step 3.** Audit Stage 1 & 2 - The non-conformities must be closed at least 3 months after audit conclusions
- **Step 4.** Initial Certification - The certificate will be issued within 2 weeks after successful audit closing

Once the certification has been obtained, the organization will be subjected to two surveillance audits within 24 months from the initial certification:

- **Surveillance Audit Stage 1** - No longer than 12 months from the initial certification audit
- **Surveillance Audit Stage 2** - No longer than 12 months from the 1st surveillance audit

To find out how you can obtain the CCQM certification, visit www.ccqm.ch/certification

CONTINUITY, RESILIENCE AND RECOVERY

Continuity, Resilience, and Recovery Systems include a set of activities that are based on strategic approaches for designing, managing and improving the processes and procedures that play an important role in delivering quality services and/or products in an organization.

Certifying your organizations against these standards ensures continuous improvement of information technology that is being used to meet organizational goals. By implementing the standards that are included in CRR Management System portfolio will help organizations to remain resilient and attain quality IT services based on international best practices.

Our Continuity, Resilience, and Recovery Management Systems Certifications include the following standards:

- ISO 22301 – Business Continuity Management Systems;
- ISO 28000 – Supply Chain Security Management Systems;
- BCE – Business Continuity Essentials.

Certifying your organization against these standards will demonstrate that your organization is compliant with the requirements and is committed professionally to this area.

ISO 22301

Business Continuity Management Systems Certification

Based on international best practices, ISO 22301 provides a framework that helps an organization to identity and manage threats. By establishing an effective Business Continuity Management System (BCMS) within your organization ensures that it will continue to run operations smoothly, maximize quality and efficiency, gain competitive advantage, and seize new opportunities and consumers. A BCMS will help organizations to establish an approach to respond effectively to any disruption, provide continual assessments, and demonstrate compliance with customer requirements.

- **There are 3,133 certifications issued in 2015;**
- **The first country with more certificates is India (480);**
- **Top industrial sector that has ISO 22301 certificates is Information Technology (114);**
- **Following a major disaster, only 10% of businesses without a continuity plan survive.**

BENEFITS OF ISO 22301 CERTIFICATION

- Establishes a framework to identify, reduce, and manage threats for your organization
- Maximizes quality and efficiency using “Plan, Do, Check, Act” best practice approach
- Demonstrates that your organization is resilient
- Increases your competitive advantage
- Decreases the internal and external business continuity audit costs
- Maintains optimum client delivery levels
- Helps you to comply with all mandatory legal and regulatory requirements
- Identifies impacts of operational disruption and crucial improvements
- Improves your risk profile with clients, investors and stakeholders
- Increases consumer loyalty and trust
- Can be aligned with other ISO management systems standard

ARE YOU PREPARED FOR ISO 22301 CERTIFICATION?

As a certification body, CCQM is also accredited to offer training courses to certify individuals who want to gain the knowledge and skills to implement and maintain a BCMS in their organization. The training courses that help you to manage, implement and prepare your company for the ISO 22301 audit and certification are as follows:

- ISO 22301 Introduction (1 day)
- ISO 22301 Foundation (2 days)
- ISO 22301 Lead Implementer (5 days)
- ISO 22301 Lead Auditor (5 days)

ISO 28000

Supply Chain Security Management Systems Certification

ISO 28000 specifies the requirements for a supply chain security management system that helps organizations to implement appropriate controls, and to better manage the threats and risks coming from logistical operations and supply chain partners. Implementing the ISO 28000 framework will reassure and demonstrate to stakeholders and consumers your organization's commitment to the safety of individuals and security of goods and services. Additionally, certifying your management system against ISO 28000 will gain you opportunities to improve efficiency and to follow international best management practices.

- **One of the largest known data breaches, resulting in 110 million records lost and hundreds of millions of dollars in damages, started with a small, third-party supplier along the chain;**
- **60% of the organizations have integrated supply chain transactions and costs into their operations;**
- **66% of organizations use supply chain to streamline processes for easier monitoring, usability and efficiency.**

BENEFITS OF ISO 28000 CERTIFICATION

- Monitors and manages security risks throughout business and supply chain
- Reassures stakeholders for your commitment to the safety of individuals and security of goods and services
- Enhances consumer satisfaction by meeting specific requirements
- Gain a competitive advantage
- Benchmarks your organization's security management practices with best practices
- Improves stakeholder confidence by demonstrating a robust supply chain management
- Achieves cost savings through a reduction in security incidents
- Encourages companies to secure their own processes within supply chain
- Allows management to focus finite resources in areas of greatest concern

ARE YOU PREPARED FOR ISO 28000 CERTIFICATION?

As a certification body, CCQM is also accredited to offer training courses to certify individuals who want to acquire the expertise to assess risks and implement controls to manage potential supply chain security threats. The following training courses will help you to manage, implement and prepare your company for the ISO 28000 audit and certification:

- ISO 28000 Introduction (1 day)
- ISO 28000 Foundation (2 days)
- ISO 28000 Lead Implementer (5 days)
- ISO 28000 Lead Auditor (5 days)

BCE

Business Continuity Essentials Certification

Implementing BCE requirements opens new opportunities for your organization by allowing it to sufficiently identify and manage threats, show compliance with ISO 22301, and set up an effective BCMS with less guidance from management. Certifying your management system with BCE will assure the ability of your organization to continue operating during adverse conditions, and increasing the credibility for stakeholders and customers. In addition, the reduced number of controls will diminish the implementation efforts and set up a feasible steppingstone to achieve full ISO 22301 certification for the organization.

- **Easy to implement;**
- **Faster implementation;**
- **Less management involvement;**
- **Leverage existing ISO 22301 skills of your staff to 100%;**
- **Certifiable.**

BENEFITS OF BCE CERTIFICATION

- Reduces implementation efforts through reduced number of controls
- Provides less than half of the costs compared to the ISO 22301 implementation and certification
- Helps you save costs by reducing costs of tendering
- No extra training necessary for already certified ISO 22301 implementers and auditors through 100% compatibility with ISO 22301
- Demonstrates to key stakeholders (customers, suppliers and partners) that your organization is resilient
- Increases your competitive advantage and enhances your reputation
- Offers very feasible steppingstone to achieve full ISO 22301 certification
- Increases the organization's credibility for partners and customers
- Ensures continuity of provided products and services and reduces impacts of emergencies and breakdowns
- Ensures compliance with legislation, regulators and customers
- Determines the scope of the business continuity management system (BCMS)
- Defines the external and internal factors that create the uncertainty that gives rise to risk

ARE YOU PREPARED FOR BCE CERTIFICATION?

Genuinely, BCE involves the essential requirements of ISO 22301 implementation. The following training courses that help you to manage, implement and prepare your company for the BCE audit and certification:

- ISO 22301 Introduction (1 day)
- ISO 22301 Foundation (2 days)
- ISO 22301 Lead Implementer (5 days)
- ISO 22301 Lead Auditor (5 days)

INFORMATION SECURITY MANAGEMENT

Information Security Management is crucial for organizations because it helps them to maintain integrity and continuity of business processes. It also enables the integration of information security activities into the internal framework of the organization which proves that security credentials and sensitive data are managed effectively.

By implementing an Information Security Management System (ISMS), your organization will minimize the risks of damage or loss of sensitive information, manage effectively a data privacy approach, and successfully identify and assess risks based on best practices of international standards.

Our Information Security Management Certifications include the following standards:

- ISO/IEC 27001 – Information Security Management Systems;
- ISE – Information Security Essentials.

Certifying your management system against ISM standards is a proof that your organization is successfully implementing and managing an information security management system by adopting security standards and frameworks based on best practices.

ISO/IEC 27001

Information Security Management Systems Certification

Implementing the requirements of ISO/IEC 27001 in your organization is the right step towards demonstrating that you can address the challenges and risks in efficient ways, you have an operational planning for the information security risk assessment, and that you have established incident management and information security business continuity. Plus, this certification proves that your organization is properly securing, managing, and protecting valuable data and information assets through best practice structures, approaches and frameworks.

- **There are 27,536 certificates issued in 2015;**
- **Japan being the country with the most certificates;**
- **38% of comprised system attacks happen in seconds;**
- **1 billion records of personal identifiable information were stolen in 2014.**

BENEFITS OF ISO/IEC 27001 CERTIFICATION

- Provides senior management with an efficient management process
- Provides you with a competitive advantage
- Provides reassurance to clients that their information is secure
- Reduces costs due to incident and threat minimization
- Demonstrates legislative, contractual, and regulatory compliance
- Improves the ability of the organization to recover its operations and continue business as usual
- Shows commitment to information security throughout your organization
- Caters to the integration between business operations and information security
- Aligns of information security with the organization's objectives
- Puts forward true value through enhancement of marketing opportunities
- Keeps intellectual property and valuable information secure
- Seizes opportunities to put forward true value through enhancement of marketing
- Provides customers and stakeholders with confidence in how you manage risk related to information security

ARE YOU PREPARED FOR ISO/IEC 27001 CERTIFICATION?

As a certification body, CCQM is also accredited to offer training courses to certify individuals who want to acquire the expertise in implementing an information security framework in their organizations. The following training courses will help you to manage, implement and prepare your company for the ISO/IEC 27001 audit and certification:

- ISO/IEC 27001 Introduction (1 day)
- ISO/IEC 27001 Foundation (2 days)
- ISO/IEC 27001 Lead Implementer (5 days)
- ISO/IEC 27001 Lead Auditor (5 days)

ISE

Information Security Essentials Certification

An organization that certifies their management systems against ISE Certification will show their conformance towards the implementation of ISO/IEC 27001 requirements. Implementing ISE requirements will allow different departments of your organization to establish, maintain and manage essential information security controls with less guidance from top management. This will allow your organization to build communications channels to effectively address the challenges involved and receive managements approval for its implementation.

- **Easy to implement;**
- **Reduced management involvement;**
- **Leverage existing ISO/IEC 27001 skills of your staff to 100%;**
- **Certifiable.**

BENEFITS OF ISE CERTIFICATION

- Reduces implementation efforts through reduced number of controls
- Accrues half the costs compared to the ISO/IEC 27001 implementation and certification
- Does not require extra training for certified ISO/IEC 27001 implementers and auditors through 100% compatibility with ISO/IEC 27001
- Reduces training costs for staff not familiar with ISO/IEC 27001
- No voided implementation efforts when moving to full blown ISO/IEC 27001
- Gains market advantage through international recognition of the certificate
- Serves as a very feasible steppingstone to achieve full ISO/IEC 27001 certification
- Provides physical and environmental security
- Comprises of incident management and information security business continuity
- Assists in operational planning for the information security risk assessment and treatment

ARE YOU PREPARED FOR ISE CERTIFICATION?

The Information Security Essentials involve the essential requirements of ISO/IEC 27001 implementation. The following training courses will help you to manage, implement and prepare your company for the ISE audit and certification:

- ISO/IEC 27001 Introduction (1 day)
- ISO/IEC 27001 Foundation (2 days)
- ISO/IEC 27001 Lead Implementer (5 days)
- ISO/IEC 27001 Lead Auditor (5 days)

SERVICE MANAGEMENT

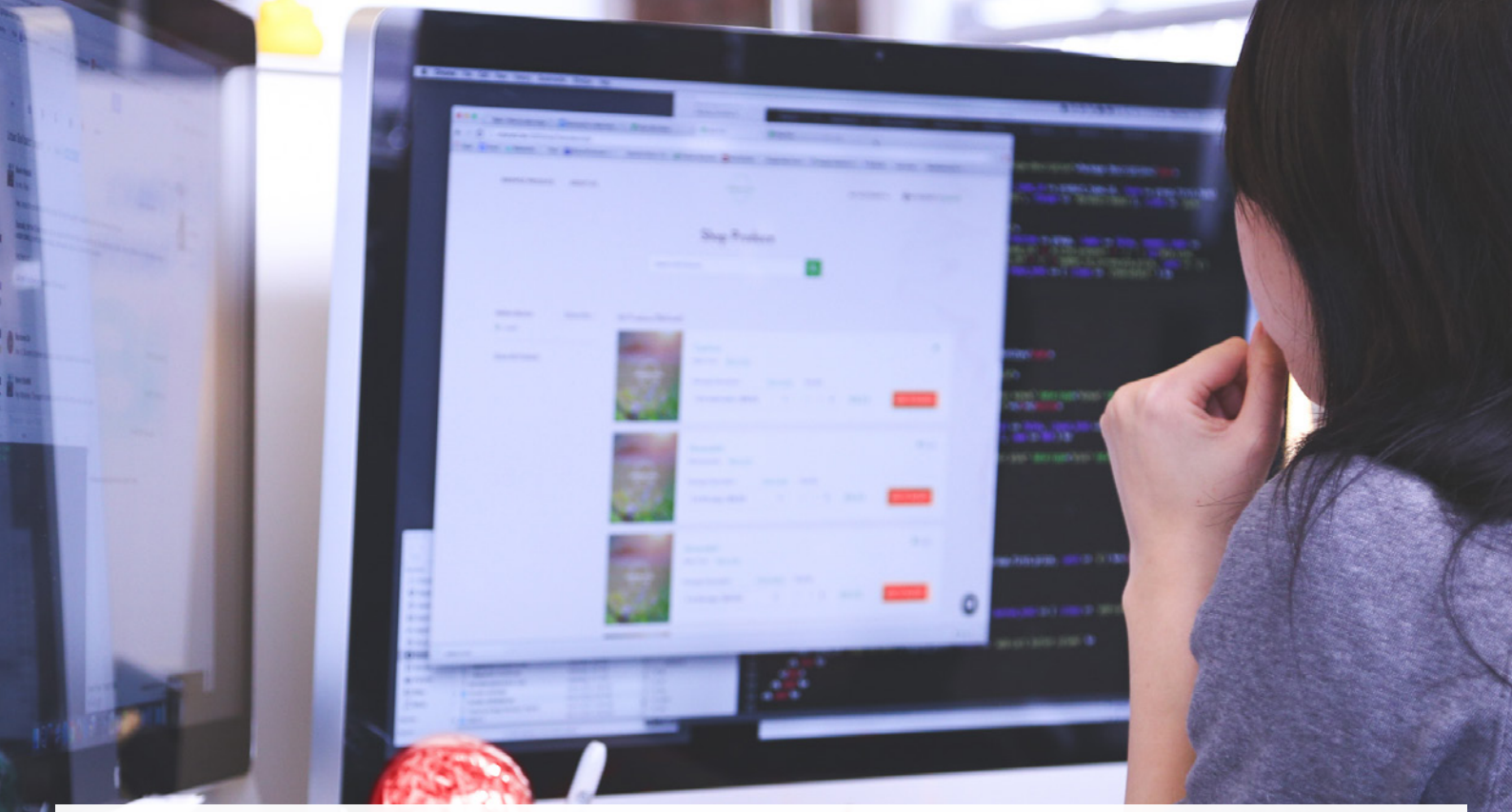
Service Management Systems include a set of activities which are important to achieve organizational objectives. These strategic approaches involve: planning, strategies, policies, documentation and processes.

The certification of your management system against any one of the Service Management standards, enables your organization to provide continuous enhancement by ensuring that IT service management processes and asset management frameworks are aligned with the best practices. It will help the organization to better meet the requirements of their suppliers and customers.

Our Service Management Certifications include the following standards:

- ISO/IEC 20000 – IT Service Management Systems;
- ISO 55001 – Asset Management Systems;

Certifying your organization against Service Management standards will demonstrate your organization's reliability and high quality of service and also your commitment to use your assets in the most efficient and effective way.



ISO/IEC 20000

IT Service Management Systems Certification

By implementing the ISO/IEC 20000 IT Service Management Systems (ITSMS) in your organization, you will establish a structured approach based on best practices. This will allow your organization to have continual improvement, focus on the implementation of suitable and effective processes for maintaining the organization`s goals and targets, comprehend responsibilities and efficiently manage costs. Most importantly, the organization will significantly improve the productivity and reliability among its personnel, customer satisfaction, and the quality of provided IT services.

- **There are 2,778 ISO/IEC 20000 certifications issued worldwide;**
- **India being one of the top ten countries with 425 certifications issued in 2015;**
- **The top five industrial sectors for ISO/IEC 20000 certificates in 2015 are: Information Technology (735); Food products, beverages and tobacco (74); Electrical and optical equipment (55); other services (29); financial intermediation, real estate, rental (17).**

BENEFITS OF ISO/IEC 20000 CERTIFICATION

- Establishes an on-going culture
- Decreases the number of incidents and enhances of incident management
- Globally recognized Certification
- Provides a framework to integrate people, processes and technology
- Helps to comprehend responsibilities better
- Enhances quality and efficiency
- Increases number of satisfied consumers
- Explains best practices for service management
- Increases awareness toward legislation
- Boosts financial savings by managing costs
- Improves organization reliability

ARE YOU PREPARED FOR ISO/IEC 20000 CERTIFICATION?

As a certification body, CCQM is also accredited to offer training courses to certify individuals who want to be involved in the process of IT from the initiation stages and to improve the quality of services provided. The following training courses will help you to manage, implement and prepare your company for the ISO/IEC 20000 audit and certification:

- ISO/IEC 20000 Introduction (1 day)
- ISO/IEC 20000 Foundation (2 days)
- ISO/IEC 20000 Lead Implementer (5 days)
- ISO/IEC 20000 Lead Auditor (5 days)

ISO 55001

Asset Management Systems Certification

Adopting ISO 55001 standard into your organization`s management system will boost the efficiency and effectiveness of the existing system, thus, helping it to achieve its targets, and reduce the costs and risks related to asset management. An asset management system provides a framework which is based on best practice approaches and ensures a significant improvement in quality assurance for customers. This helps to identify and encourage more efficient and time-saving processes, and accomplish a long term business growth.

- **In 2014, ISO 55001 replaced PAS 55;**
- **In 2015, 18 certifications where issued in Japan;**
- **It is generally accepted that corrective maintenance is 3 to 5 times more expensive than preventive maintenance.**

BENEFITS OF ISO 55001 CERTIFICATION

- Improves services and organizational sustainability
- Enhances the performance of an asset management and control of its life-cycle
- Upgrades the quality assurance for costumers/regulators
- Provides and maintains business growth
- Rectifies communication among departments
- Improves efficiency and effectiveness leading to improved services and outputs
- Assists towards funds to shareholders
- Reduces risks and costs related to assets ownership
- Achieves profits and long term investment opportunities
- Identifies and encourages more efficient and time saving processes
- Enhances reputation through compliance

ARE YOU PREPARED FOR ISO 55001 CERTIFICATION?

As a certification body, CCQM is also accredited to offer training courses to certify individuals who want to stand out from the crowd with the proper knowledge and skills to establish an asset management system for organizations. The training courses that help you to manage, implement and prepare your company for the ISO 55001 audit and certification are as follows:

- ISO 55001 Introduction (1 day)
- ISO 55001 Foundation (2 days)
- ISO 55001 Lead Implementer (5 days)
- ISO 55001 Lead Auditor (5 days)

GOVERNANCE, RISK AND COMPLIANCE

Governance, Risk and Compliance strategies and approaches help organizations to identify, analyze, monitor and manage risks controls in order to maximize their benefits by having in place efficient tools for a better management.

In today's world, the importance of Governance, Risk and Compliance (GRC) is substantial, thus, it is essential for organizations to become resilient and aware of the risks before they affect the business. By implementing GRC standards the organization will validate that they use best practice approaches towards risk management, corporate governance and anti-bribery frameworks.

Our Governance, Risk and Compliance Certifications include the following standards:

- ISO 37001 – Anti-Bribery Management Systems.

Certifying your organization against Governance, Risk and Compliance standards will ensure an effective and efficient way of managing assets, risks, and bribery order to create a better ethical business culture.

ISO 37001

Anti-Bribery Management Systems Certification

Anti-bribery Management Systems (ABMS) are applicable to small, medium and large organizations, whether they operate in the public or private sector. The ABMS adopts anti-bribery policies into management systems of the organizations based on the best anti-bribery practices. Implementing ISO 37001 requirements makes your organization capable to prevent, detect, and address bribery towards better ethical business culture. In addition, showing compliance with an anti-bribery management system the organization will establish trust and credibility with its customers.

- **The cost of corruption equals more than 5% of global GDP or US$ 2.6 trillion;**
- **More than $ 1 trillion is paid in bribes each year;**
- **According to a survey, 20% of respondents said they are “very likely” to seek ISO 37001 certification, while 36% answered “somewhat likely.” Another 21% said it’s “not likely,” while the remaining 22% were undecided.**

BENEFITS OF ISO 37001 CERTIFICATION

- Helps to fight bribery
- Demonstrates that your organization implements, maintains and improves anti-bribery compliance program
- Provides collaboration with stakeholders to monitor and manage risk throughout your organization and supply chain
- Promotes ethical business culture
- Improves performance of affected processes
- Performs assessments of bribery risks, including due diligence
- Implement the necessary measure designed to prevent, detect and address bribery
- Proves employees' commitment to anti-bribery best practices
- Protects the company, assets, shareholders, and directors from bribery
- Monitors and manages risk throughout your business

ARE YOU PREPARED FOR ISO 37001 CERTIFICATION?

As a certification body, CCQM is also accredited to offer training courses to certify individuals who want to differentiate themselves in a competitive work environment as ISO 37001 Certified individuals. The following training courses will help you to manage, implement and prepare your company for the ISO 37001 audit and certification:

- ISO 37001 Introduction (1 day)
- ISO 37001 Foundation (2 days)
- ISO 37001 Lead Implementer (5 days)
- ISO 37001 Lead Auditor (5 days)

HEALTH, SAFETY AND ENVIRONMENT

Health, Safety and Environment Management Systems provide a framework, which is based on the best international practices and processes that aim to help organizations ensure the safety of their employees and reduce negative environmental impacts.

HSE Management Systems will assist you to understand the health and safety hazards, stay abreast of the changes in regulations and standard's requirements, demonstrate your professional commitment to create a safe and healthy workplace and adhere to the respective environmental regulations.

Our Health, Safety, and Environmental Management Systems Certifications include the following standards:

- ISO 14001 – Environmental Management Systems;
- ISO 22000 – Food Safety Management Systems;
- OHSAS 18001 – Occupational Health and Safety Management Systems;
- ISO 20121 – Event Sustainability Management Systems.
- EME – Environmental Management Essentials;

Certifying your organization against HSE standards will demonstrate that it follows the best international practices and complies with the required laws and regulations.

ISO 14001

Environmental Management Systems

The framework provided by ISO 14001 can be followed to demonstrate the organization's awareness of its environmental impacts and thus benefit the environment. Certifying your organization against this standard will enable it to improve resource efficiency, credibility, environmental performance, emergency response, reputation, and compliance with the respective legislation. Furthermore, the organization's daily operations would become more sustainable and its ability to adapt to changes would increase.

- **319,324 ISO 14001 certificates were issued in 2015;**
- **The country with the highest number of ISO 14001 certifications is China, with 114,303 certificates;**
- **Organizations are aware of the economic impact of global warming since it is costing the world more than $1.2 trillion a year;**
- **More than 223,000 organizations worldwide are ISO 14001 certified.**

BENEFITS OF ISO 14001 CERTIFICATION

- Reduces employee turnover
- Controls the impact of activities on the environment
- Reduces consumption and waste costs
- Improves the management of environmental risks
- Compliance with different countries regulations
- Protects the company and its stakeholders
- Justifies that you are a responsible future focused organization
- Improves your credibility and image
- Improves environmental performance of supply chain

ARE YOU PREPARED FOR ISO 14001 CERTIFICATION?

As a certification body, CCQM is also accredited to offer training courses to certify individuals, who want to gain international recognition, reduce negative environmental impacts and ensure high standards in the workplace. The training courses that help you to manage, implement and prepare your company for the ISO 14001 audit and certification are the following:

- ISO 14001 Introduction (1 day)
- ISO 14001 Foundation (2 days)
- ISO 14001 Lead Implementer (5 days)
- ISO 14001 Lead Auditor (5 days)
- ISO 14001:2015 Transition (2 days)

ISO 22000

Food Safety Management Systems Certification

ISO 22000 aims to help organizations establish a Food Safety Management System for the purpose of identifying, managing and controlling food safety hazards. Certifying your organization against this standards enables it to reduce food safety risks, improve customer satisfaction, and prove its commitment to ameliorating the food safety system and developing and implementing preventive plans related to food safety. In addition, this certification helps the organization to find the sources of foreign matter and determine appropriate controls to effectively prevent recurrence.

- **ISO 22000 was published on September 1, 2005;**
- **32,061 ISO 22000 certificates were issued in 2015;**
- **Asia and Europe were at the top of the list for being awarded with ISO 22000 certificates;**
- **1 in 6 Americans get sick from foodborne illnesses.**

BENEFITS OF ISO 22000 CERTIFICATION

- Provides a framework related to food safety system
- Ensures the engagement of HACCP and other preventive plans that ensure food safety
- Updates your systems so it stays effective
- Increases the flexibility to changes
- Integrates food safety systems and quality management schemes within an organization
- Minimizes food safety risks
- Enhances reputation and corporate image
- Increases staff awareness of their responsibilities
- Reduces costs of failures
- Caters to enhanced customer satisfaction

ARE YOU PREPARED FOR ISO 22000 CERTIFICATION?

As a certification body, CCQM is also accredited to certify individuals, who want to acquire the necessary expertise to support an organization to continually improve and maintain an updated food safety system. The following training courses will help you to manage, implement and prepare your company for the ISO 22000 audit and certification:

- ISO 22000 Introduction (1 day)
- ISO 22000 Foundation (2 days)
- ISO 22000 Lead Implementer (5 days)
- ISO 22000 Lead Auditor (5 days)

OHSAS 18001

Occupational Health and Safety Management Systems

By implementing an Occupational Health and Safety Management System based on best international practices in your organization will allow it to promote a safe and healthy workplace, minimize risk to employees, reduce employee turnover, and improve overall performance. Likewise, it will ensure legislative and regulatory compliance and reduces the likelihood of prosecution and fines for the organization. Plus, certifying your organization's management system against this standard, boosts its reputation and significantly improves the staff's morale.

- **317 million accidents occur at the workplace annually;**
- **In more than 127 countries, about 90,000 organizations hold a OH&SMS certification;**
- **In 2013, 2.3 million people lost their lives as a result of work-related accidents or diseases.**

BENEFITS OF OHSAS 18001 CERTIFICATION

- Eliminates or minimizes risk to employees
- Minimizes the risks of production delays
- Ensures the health and well-being of employees
- Increases employee motivation through the provision of a safer workplace
- Ensures legislative and regulatory compliance
- Reduces the likelihood of prosecutions and fines
- Promotes effective procedures and processes
- Accrues cost savings
- Improves the organization's worldwide reputation
- Reduces on-site accidents and unplanned risks
- Increases stakeholder confidence

ARE YOU PREPARED FOR OHSAS 18001 CERTIFICATION?

As a certification body, CCQM is also accredited to certify individuals, who want to gain the knowledge and skills to assist an organization in creating a safe and healthy work environment. The training courses that help you to manage, implement and prepare your company for the OHSAS 18001 audit and certification are as follows:

- OHSAS 18001 Introduction (1 day)
- OHSAS 18001 Foundation (2 days)
- OHSAS 18001 Lead Implementer (5 days)
- OHSAS 18001 Lead Auditor (5 days)

ISO 20121

Event Sustainability Management Systems Certification

An Event Sustainability Management System (ESMS) provides an organization with a systematic approach that identifies the impact of its events and improves its environmental sustainability. In addition, an ESMS is designed to adapt to events of all types and sizes, and define the responsibilities of management and staff. Certifying your organization against this standard enables it to enhance credibility, customer satisfaction, and gain a reputable advantage while efficiently reducing costs and increasing profits.

- **The standard was introduced prior to the 2012 Olympic and Paralympic Games in London;**
- **Over 70% of the waste from the games was re-used, recycled or composted;**
- **The games achieved a 47% reduction in carbon emissions compared to standard construction processes.**

BENEFITS OF ISO 20121 CERTIFICATION

- Improves the environmental sustainability of your organization
- Identifies ways to improve event planning and delivery
- Develops the event image and credibility
- Grows your access to sponsors and larger audience for your event
- Improves cost management
- Integrates with other ISO standards for better results
- Helps toward customer satisfaction
- Creates a market advantage through international recognition
- Ensures compliance to regulations requirements
- Ensures minimal impact to the environment from local to worldwide events

ARE YOU PREPARED FOR ISO 20121 CERTIFICATION?

As a certification body, CCQM is also accredited to offer training courses to certify individuals who want to acquire the required skills for effectively managing an event and differentiating themselves in a competitive market. The training courses that help you to manage, implement and prepare your company for the ISO 20121 audit and certification are as follows:

- ISO 20121 Introduction (1 day)
- ISO 20121 Foundation (2 days)
- ISO 20121 Lead Implementer (5 days)
- ISO 20121 Lead Auditor (5 days)

EME

Environmental Management Essentials Certification

Organizations that apply EME frameworks are demonstrating their commitment to planning and reviewing organization environmental impacts; but with condensed implementation efforts and half the costs compared to the ISO 14001 EMS implementation. Yet, the organization will be able to enhance their reputation and gain market advantage. EME Certification offers an approach to all the organizations that want to determine the scope of the environmental management system, build a communication channel, establish internal and external communication processes, create and maintain documented information, and plan actions to minimize negative environmental impacts.

- **Easy to implement;**
- **Less management involvement;**
- **Leverage existing ISO 14001 EMS skills of your staff to 100%;**
- **Certifiable.**

BENEFITS OF EME CERTIFICATION

- Reduces implementation efforts through reduced number of requirements
- Accrues half of the costs compared to the ISO 14001 EMS implementation and certification
- Does not require extra training for already certified ISO 14001 EMS implementers and auditors through 100% compatibility with ISO 14001 EMS
- Reduces training costs for staff not familiar with ISO 14001 EMS
- No voided implementation efforts when moving to full blown ISO 14001 EMS
- Provides a marketing advantage through international recognition of the certificate
- Serves as a feasible steppingstone to achieve full ISO 14001 EMS certification
- Determines the scope of the environmental management system
- Ensures management's support for the implementation
- Sufficiently plans actions to prevent or mitigate any risk
- Creates and maintain documented information

ARE YOU PREPARED FOR EME CERTIFICATION?

Importantly, EME involves the essential requirements of ISO 14001 implementation. Thus, the training courses that help you to manage, implement and prepare your company for the EME audit and certification are as follows:

- ISO 14001 Introduction (1 day)
- ISO 14001 Foundation (2 days)
- ISO 14001 Lead Implementer (5 days)
- ISO 14001 Lead Auditor (5 days)
- ISO 14001:2015 Transition (2 days)

QUALITY MANAGEMENT SYSTEMS

Quality Management Systems are fundamental to meeting customer requirements and making you stand out from the crowd.

Implementing and certifying against Quality Management Systems proves that your organization has met the necessary requirements, regulations and policies at a national and international level. It justifies the organization's full commitment to quality, improving the effectiveness and efficiency of performance, and not only meet customers expectations but exceed them.

Our Quality Management Certifications include the following standards:

- ISO 9001 – Quality Management Systems;
- ISO 13485 – Medical Devices Quality Management Systems;
- ISO 30301 – Records Quality Management Systems;
- QME – Quality Management Essentials;

Certifying your organization against any of these standards will benefit you because it covers different aspects, levels and functions of an organization.

ISO 9001

Quality Management Systems Certification

ISO 9001 Quality Management standard is suitable for large organizations and small businesses, who are seeking to improve their internal management, operational processes and productivity. Implementing the ISO 9001 standard and obtaining its certification indicates that you have established a framework based on best international practices, which intend to help organizations achieve their objectives, decrease their internal costs, increase their revenues and most importantly improve the level of customer satisfaction.

- **More than 1.1 million ISO 9001 certificates have been issued across 178 countries and economies;**
- **Around 42,000 organizations in North America are ISO 9001 certified;**
- **The country with the most ISO 9001 issued certificates is China, with 292,559.**

BENEFITS OF ISO 9001 CERTIFICATION

- Enhances business performance
- Sharpens your evidence for decision making
- Demonstrates compliance with customer and regulatory requirements
- Improves quality and service
- Improves process integration
- Identifies and encourages more efficient and time saving processes
- Reduces operating costs related to waste, rework and non-value added activities
- Provides continual assessment and improvement
- Increases market share as a certified organization
- Maintains satisfied customers and gaining potential customers
- Puts forward true value through enhancement of marketing opportunities
- Mandatory if you want to tender for some public sector work

ARE YOU PREPARED FOR ISO 9001 CERTIFICATION?

As a certification body, CCQM is also accredited to offer training courses to certify individuals, who want to enhance their professional careers and improve quality and services. The training courses that help you to manage, implement and prepare your company for the ISO 9001 audit and certification are as follows:

- ISO 9001 Introduction (1 day)
- ISO 9001 Foundation (2 days)
- ISO 9001:2015 Transition (2 days)
- ISO 9001 Lead Implementer (5 days)
- ISO 9001 Lead Auditor (5 days)

ISO 13485

Medical Devices Quality Management Systems Certification

ISO 13485 provides a framework based best practices for manufacturers to address the directives and regulations regarding Medical Devices.
Certifying your organization against this standard will prove its commitment to the safety and quality of its products, which will in turn improve the organization's overall performance, eliminate uncertainties, and increase credibility, global recognition, and customer satisfaction. Furthermore, the standard requires organizations to develop a MDQMS in all sectors in order to conduct a comprehensive assessment of the existing management system's strengths and weaknesses.

- **40% of injections are unsafe to use;**
- **Approximately 20%-40% of all health spending is wasted due to poor-quality care;**
- **26,255 ISO 13485 certificates were issued in 2015.**

BENEFITS OF ISO 13485 CERTIFICATION

- Meets regulatory requirements and customer expectations
- Assists in monitoring supply chain effectiveness
- Increases efficiency and reduce costs
- Produces safer and more effective medical devices
- Monitors, measures and analyzes processes and customer feedback
- Caters to a more effective risk management
- Increases access to more markets
- Minimizes product failures

ARE YOU PREPARED FOR ISO 13485 CERTIFICATION?

As a certification body, CCQM is also accredited to offer training courses to certify individuals, who want to acquire the necessary knowledge and skills on MDMS and implement it within their organization. The following training courses will help you to manage, implement and prepare your company for the ISO 13485 audit and certification:

- ISO 13485 Introduction (1 day)
- ISO 13485 Foundation (2 days)
- ISO 13485 Lead Implementer (5 days)
- ISO 13485 Lead Auditor (5 days)

ISO 30301

Management System for Records Certification

ISO 30301 is an international standard, which helps organizations to set the necessary objectives, targets and strategies regarding a management system for records.
By implementing the framework of ISO 30301, which is based on the best international practices, your organization will eliminate redundancy, establish consistency, optimize processes and resources, reduce maintenance costs, and improve the decision-making process and the use of property assets. Moreover, by certifying your management system against this standard, you will ensure continuous improvement and strong support to achieve the organization's mission and goals.

- **A digital management system for records can reduce operating expenses in processing divisions by as much as 25% (a reduction of between 60% and 70% of records management associated costs);**
- **$14,000 in productivity are lost annually per worker, due to the inability to find the appropriate data to complete the job;**
- **Large organizations lose a document every 12 seconds. It costs up to $120 to search for a misfiled document and $250 to recreate a lost document.**

BENEFITS OF ISO 30301 CERTIFICATION

- Demonstrates commitment to organizational governance and accountability
- Increases business efficiency
- Provides a more effective system for records
- Improves risk management
- Gains international recognition
- Ensures legal compliance and protection
- Ensures a smooth conformity
- Enables cost savings
- Assesses performance measures
- Allows the organization to become a benchmark worldwide
- Meets regulatory and costumer requirements

ARE YOU PREPARED FOR ISO 30301 CERTIFICATION?

As a certification body, CCQM is also accredited to offer training courses to certify individuals, who want to acquire the necessary skills and knowledge to lead, direct and manage the successful implementation of a MSR within an organization. The training courses that help you to manage, implement and prepare your company for the ISO 30301 audit and certification are as follows:

- ISO 30301 Introduction (1 day)
- ISO 30301 Foundation (2 days)
- ISO 30301 Lead Implementer (5 days)
- ISO 30301 Lead Auditor (5 days)

QME

Quality Management Essentials Certification

QME certification is a useful tool to gain credibility by improving quality in all its forms, from products to the final customers. Implementing a QME framework within your organization's management system demonstrates your ability to follow the best quality management practices and address the ongoing challenges effectively. Moreover, the implementation of a QME will ensure management's support as it leads to cost reductions, while conveying a very positive massage to staff and customers.

- **Provides easy implementation steps of the standard's requirements;**
- **Ensures confidentiality;**
- **Is committed to consumer satisfaction.**

BENEFITS OF QME CERTIFICATION

- Reduces implementation efforts through a decreased number of clauses
- Improves performance of affected processes
- Reduces implementation costs
- Does not require extra training for certified ISO 9001 implementers and auditors through 100% compatibility with ISO 9001
- Identifies and encourages more efficient and time saving processes
- Provides a market advantage through international recognition of the certificate
- Serves as a feasible steppingstone to achieve full ISO 9001 certification
- Copes with crises effectively
- Ensures management's support for the implementation
- Determines and maintain required infrastructure

ARE YOU PREPARED FOR QME CERTIFICATION?

Genuinely, QME includes the essential requirements of ISO 9001 implementation. Thus, the training courses that help you to manage, implement and prepare your company for the QME audit and certification are as follows:

- ISO 9001 Introduction (1 day)
- ISO 9001 Foundation (2 days)
- ISO 9001:2015 Transition (2 days)
- ISO 9001 Lead Implementer (5 days)
- ISO 9001 Lead Auditor (5 days)

TRANSPORTATION, TELECOM AND ENERGY

Transportation, Telecom and Energy standards include a set of activities, which intend to ensure qualitative processes and procedures within an organization such as the planning of processes, identifying customer needs, and setting organizational goals and objectives.

Obtaining a certificate against one of the Transportation, Telecom and Energy Management standards will enable your organization to provide high quality products and/or services, identify market needs, and ensure that all organizational operations are well-aligned with the respective goals and strategies.

Our Transportation, Telecom and Energy Management Certifications include the following standards:

- IATF 16949 – Automotive Sector Quality Management Systems;
- ISO 39001 – Road Traffic Safety Quality Management Systems;
- ISO 50001 – Energy Management Systems;

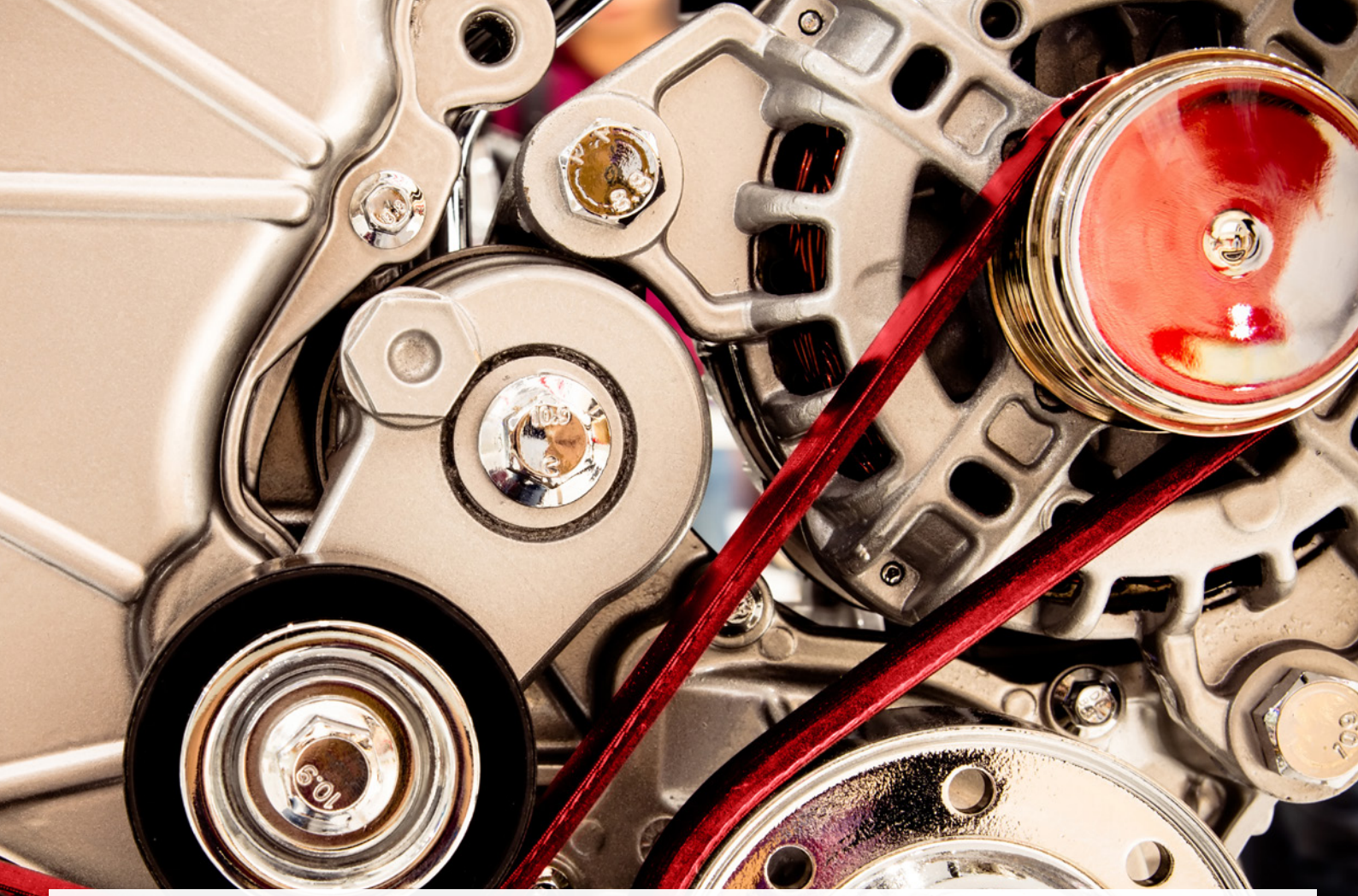
Certifying your organization against any of these standards will allow it to lead, monitor, and improve all its organizational operations by covering a variety of activities, processes and functions.

IATF 16949

Automotive Quality Management Systems Certification

The requirements of IATF 16949 include everything your organization needs to know about the automotive industry. The standard also provides a framework, which aims to help organizations improve their existing management system. Certifying your organization against this standards, enables it to develop a structured way of documenting specific work practices that serve customers' needs best. In addition, your organization will increase its chance to reach new global markets as the certification will enable it to increase its profitability, efficiency, and quality within the system.

- **66,033 IATF 16949 Certificates were issued until 31 August, 2016;**
- **The Region with the most IATF 16949 issued certificates are: Asia Pacific – 43,973; Europe 11,820; North America 6,408; Middle East – 1,719; South and Central America – 1,591; Africa - 522.**



BENEFITS OF IATF 16949 CERTIFICATION

- Facilities a license to trade
- Improves business performance
- Gains international recognition
- Increases the flexibility to changes
- Reduces waste and increase efficiency
- Saves money by reducing costs
- Improves productivity
- Enhances your organization's reputation
- Proves credibility, process quality and reliability
- Improves manufacturing efficiency

ARE YOU PREPARED FOR IATF 16949 CERTIFICATION?

As a certification body, CCQM is also accredited to offer training courses to certify individuals, who want to acquire technical expertise in the automotive supply chain. The following training courses can help you to manage, implement and prepare your company for the IATF 16949 audit and certification:

- IATF 16949 Introduction (1 day)
- IATF 16949 Foundation (2 days)
- IATF 16949 Lead Implementer (5 days)
- IATF 16949 Lead Auditor (5 days)

ISO 39001

Road Traffic Safety Management Systems Certification

ISO 39001, which is considered as the best benchmark for road traffic safety management, provides requirements that will enable your organization to prevent road traffic incidents and at the same time improve performance and compliance with regulatory requirements. By implementing the framework of ISO 39001, which is based on the best international practices, your organization will be able to identify and reduce the threats and risks related to road traffic safety. In addition, the organization will be able to reduce customer complaints, increase profit margins and gain competitive advantage.

- **More than 1.3 million fatalities occur each year;**
- **Approximately 20-50 million wind up being seriously injured;**
- **Only 28 countries have adequate road traffic laws;**
- **By 2030, injuries related to road traffic will be the 5th most common reason for loss of life.**

BENEFITS OF ISO 39001 CERTIFICATION

- Meets organizational safety and social responsibility targets
- Improves the organization's reputation
- Reduces traffic accidents
- Improves work environment
- Improves productivity
- Gains competitive advantage toward competitors
- Meets regulatory requirements and laws
- Reduces costs through improved efficiency
- Provides fewer administrative procedures with insurance companies

ARE YOU PREPARED FOR ISO 39001 CERTIFICATION?

As a certification body, CCQM is also accredited to offer training courses to certify individuals, who want to acquire the necessary skills and knowledge to establish a framework which aims to reduce traffic incidents. The following training courses will help you to manage, implement and prepare your company for the ISO 39001 audit and certification:

- ISO 39001 Introduction (1 day)
- ISO 39001 Foundation (2 days)
- ISO 39001 Lead Implementer (5 days)
- ISO 39001 Lead Auditor (5 days)

ISO 50001

Energy Management Systems Certification

ISO 50001 is a management system that can be implemented in different types of organizations and help them improve energy performance, increase energy efficiency and implement cost saving approaches. By implementing the requirements of ISO 50001, your organization will improve environmental management and quality, which will lead to business sustainability. Certifying your organization against this standard, will enable it to enhance the security of energy supply, improve energy consumption and promote energy conservation practices.

- **11,985 ISO 50001 certificates were issued in 2015;**
- **7,346 sites were certified against ISO 50001 in May, 2014;**
- **85% of these certified sites were located in Europe;**
- **Germany is the first of the top ten countries that uses renewable (solar) energy, with 35.5 GW.**

BENEFITS OF ISO 50001 CERTIFICATION

- Reduces carbon footprint and greenhouse-gas emissions
- Meets mandatory energy efficiency goals and regulations
- Yields tenders for public sector works, which can be mandatory in some countries
- Reduces energy costs
- Enhances credibility intended for customers and stakeholders
- Acknowledges energy saving equipment
- Implements a more effective risk management
- Improves the decision making process
- Develops a well-managed right the first time approach
- Provides senior management with an efficient management process
- Demonstrates compliance with customer and regulatory requirements
- Improves corporate image
- Increases energy awareness among staff members at all levels

ARE YOU PREPARED FOR ISO 50001 CERTIFICATION?

As a certification body, CCQM is also accredited to offer training courses to certify individuals, who want to acquire the necessary skills to develop energy efficiency policies and improve energy performance within their organization. The training courses that help you to manage, implement and prepare your company for the ISO 50001 audit and certification are as follows:

- ISO 50001 Introduction (1 day)
- ISO 50001 Foundation (2 days)
- ISO 50001 Lead Implementer (5 days)
- ISO 50001 Lead Auditor (5 days)

CCQM GLOBAL NETWORK

We provide our services worldwide through our global network of partners. CCQM has a network of above 800 partners in more than 100 countries. The global coverage represents itself.

CCQM HEADQUARTERS
Im Leemann 10, 8805 Richterswil, Switzerland

CCQM UK	
United Kingdom	Ireland

CCQM NORTH AMERICA	
Canada	USA *(including American Samoa, Guam, Northern Mariana Islands, Puerto Rico, and US Virgin Islands)*

CCQM EUROPE				
France	Austria	Italy	Norway	Denmark
Belgium	Netherlands	Germany	Czech Republic	Cyprus

CCQM MIDDLE EAST/Africa				
UAE	Iran	South Africa	Egypt	Kuwait

CCQM LATAM/SEDIKA TECHNOLOGIES				
Argentina	Belize	Bolivia	Brazil	Chile
Colombia	Costa Rica	Cuba	Dominican Republic	Ecuador
El Salvador	Guatemala	Honduras	Mexico	Nicaragua
Panama	Paraguay	Peru	Uruguay	Venezuela
Suriname	Guyana			

CCQM Nordic
Greenland

CCQM OCEANIA				
Australia	New Zealand			

CCQM ASIA				
Japan	Singapore	China - RPC	India	Taiwan
Pakistan	Thailand	Vietnam		

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Customer Service

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