



Infomatics Consultancy

ISO 9001, 14001, 22000, 17025,
OHSAS 18001, HACCP
Management System

Implementation & Certification
Methodology



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Why Select Sterling as your ISO implementation partner ?

- One of the largest ISO training, implementation, consulting and certification services provider globally.
- Clients in more than 45 countries.
- More than 7,500 successful organizations consulted and trained so far.
- Providing entire range of ISO standards covering ISO 9001, ISO, OHSAS 18001, HACCP, ISO 22000, ISO 17025, ISO 17020, ISO 27001 etc.
- Only ISO consulting company in the world providing free ISO software MyEasyISO to supercharge, automate and enhance your ISO implementation.

ISO Implementation & Certification Steps

1

Awareness Training

6

Internal Audit

2

Business Process Review

7

Management Review

3

Process Design

8

Pre-assessment audit

4

Documentation

9

Certification Audit

5

Implementation

10

Surveillance Audits

1. Awareness Training

Organization wide awareness about Management System and ISO standard.



Create a motivating environment for ISO implementation.



Separate training session for top / middle & Senior management.



Clarity of purpose and objectives to be achieved.



2. Business Process Review

Gap Analysis Report covering all applicable ISO Requirements and current status / efforts required



Understanding of
all operations of the
Organization.



Comparing existing
system / processes
with requirements
of ISO standard.



Determining all
compliances
applicable to your
organization.



Deliverable:

3. Process Design

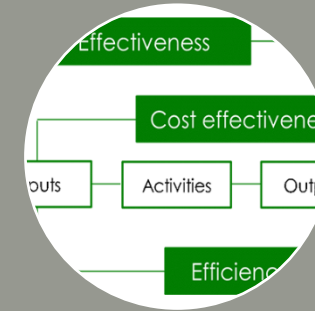
Finalization of processes and preparation of Process Documentation.



All critical processes identified and finalized.



Processes captured either through SOP or flow chart.



Process input, output, procedure, Risks, KPI identified and documented.



4. Documentation

A complete ISO system designed, documented, finalized and ready for implementation.



5. Implementation

Processes / Documents developed in the last module implemented across the organization covering all the departments and activities.

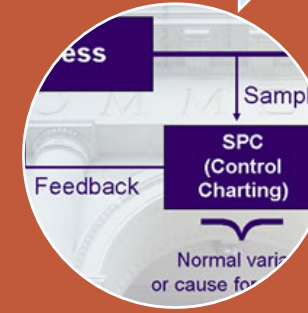
Policy, Objectives, Risk & opportunity,
KPIs, Communication, Knowledge,
UOM, process / method validation.



Option of
MyEasyISO to
automate ISO
implementation or
manual system.



Training on ISO
implementation with
Individual/process
level handholding.



Initiate ISO
Management System/
process performance
monitoring system

ILC, inspections, release, complaint, NC,
complaint, feedback, incident,
emergency preparedness, training,
competence, SOA, service / production.

Deliverable:

6. Internal Audit

A robust internal audit system developed and implemented for the organization.



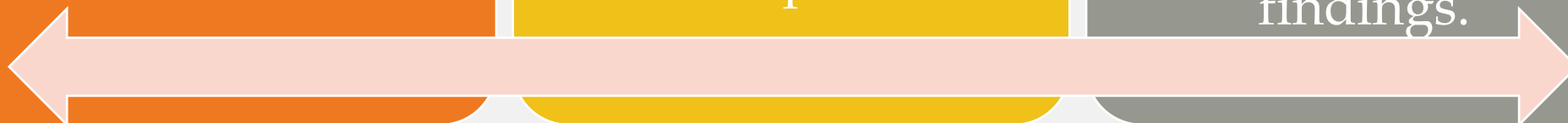
Internal Auditor
Training &
Examination.



Internal audit of the
organization
covering all the
departments/proces
ses and operations.



Suggest correction
and corrective
actions for
improvements and
closure of audit
findings.



7. Management Review

A formal system of key internal stakeholders reviewing ISO effectiveness and business performance.



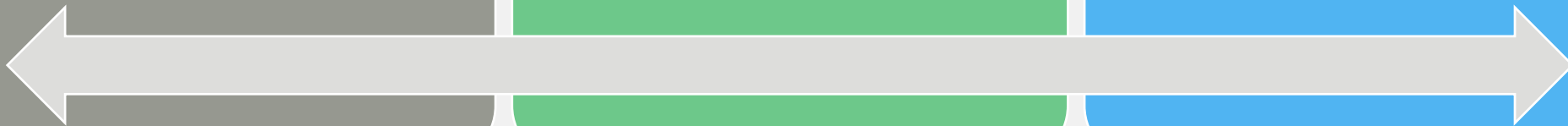
Review the Management System to ensure its continued suitability, adequacy and effectiveness.



Plan, conduct, minute Management Reviews and identify improvement opportunities.



Develop action plan and track achievement.



8. Pre-assessment audit

Comprehensive pre-certification audit conducted to evaluate readiness for the final audit & effectiveness of ISO implementation in the organization.



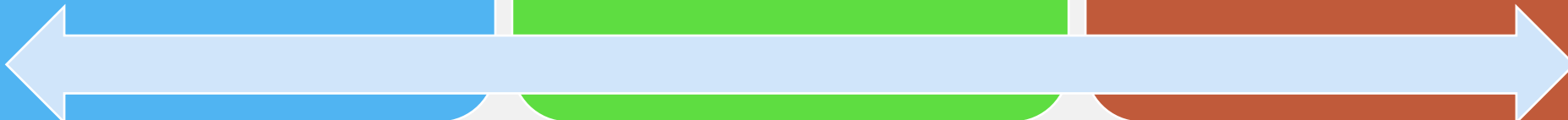
A replica of final certification audit. Gives rehearsal to employees and confidence to us.



Finds degree of compliance with ISO standard and any improvements required before final audit.



Organization being ready for final assessment.



9. Certification Audit

Organization awarded ISO certification.



Certification body
finalized.



Providing all support for
smooth and successful
conduct of audit.



Onsite / offsite
assistance provided
during audit resulting in
award of ISO certificate.



10. Surveillance Audits

Effective maintenance of ISO ISO in the organization and successful yearly ISO audits.



Yearly training,
consulting,
implementation,
internal audit support.



Assistance during
yearly surveillance
audits.



Successful completion
of yearly surveillance
audits / recertification
audits & continual
improvement.



Benefits of ISO Certification with Sterling



Question – Answer Session & Conclusion

- ISO implementation requires must be considered as a strategic initiative with active involvement of all employees of the organization.
- As our customer, you get complimentary life long free subscription to MyEasyISO software to automate your ISO implementation and maintenance tasks.
- Our globally acclaimed consulting services ensures a **user friendly** yet **comprehensive** and **simple** yet **value adding** ISO for your organization.