ISOmantra
Aim • Adapt • Achieve

- **Standards Consulting**
- **Supplier Audits & Verification**
- **Internal Audits**
- **ESG Due Diligence**
- **Commercial Due Diligence**
- **Enterprise Risk Management**
- **Digital Transformation**
- **Operational Excellence Training**

A Guide to ISO Certification

Introduction

When properly implemented, ISO certification can

provide a company with a plethora of benefits.

A company that is ISO certified can:

- Provide more professional service to its customers;
- Attract new customers, which can result in increased revenue streams and better brand promotion, which can result in increased market share;
- Improve business processes with the assistance of ISO certification;
- Improve the profitability of your business by enhancing client satisfaction;
- Comply with legislative and regulatory standards.

It has become critical for any company, which is why many companies would only do business with ISO-certified organisations. To survive difficult times, you must develop long-term relationships with your clients; ISO certification can be quite advantageous in this area.

Contents

A Brief History of ISO

The International Organisation for Standardisation, or ISO, is a non-governmental global standard-setting organisation comprised of delegates from several national Standards Organizations. The organisation, founded in 1947 and headquartered in Geneva, Switzerland, establishes proprietary, industrial, and commercial standards. The majority of work is done by technical committees, subcommittees, and working groups with the goal of standardising management system practises worldwide. ISO has a global membership comprised of major and small countries, industrialised and developing; the organization's mission, as expressed via its portfolio of standards, is to equip governments and enterprises with realistic instruments for sustainable development. The standards contribute positively to global trade, knowledge diffusion, and the dissemination of technological breakthroughs, as well as the sharing of effective management and conformity assessment practises. Each standard will undergo a rigorous implementation process involving six distinct stages prior to publication; each stage will involve a lengthy review process by national bodies. This will ensure that once the decision to publish is made, the standard is approved by all affiliated national bodies. Although ISO9001 is the organization's most well-known management system standard, ISO is interested in much more than management systems; there are ISO standards covering everything from technology connections to ink colour. ISO standards are not legislation; they are a means of introducing a consistent set of criteria for specific management systems into an organisation. The business can then be adited by an external agency, a certification organisation, to ensure that all of the needed aspects of the particular standard are in place.

ISO Management System Standards

A management system is the method through which a company controls the interconnected aspects of its business in order to achieve its goals. These objectives might be related to a variety of themes, such as product or service quality, operational efficiency, environmental performance, workplace health and safety, and many more.

The system's complexity will be determined by the specific circumstances of each organisation. For some organisations, especially smaller ones, it may simply mean having strong leadership from the business owner, providing a clear definition of what is expected of each individual employee and how they contribute to the overall objectives of the organisation, without the need for extensive documentation. More complicated businesses, such as those operating in highly regulated industries, may require substantial documentation and controls in order to achieve their legal requirements and organisational objectives.

ISO management system standards (MSS) assist organisations in improving their performance by specifying repeatable steps that organisations consciously implement to achieve their goals and objectives, as well as to create an organisational culture that reflexively engages in a continuous cycle of self-evaluation, correction, and improvement of operations and processes through increased employee awareness and management involvement.

- More efficient use of resources and increased financial performance
- Improved risk management and protection of people and the environment
- Increased capability to supply consistent and improved services and products, hence enhancing value to customers and all other stakeholders

MSS are the outcome of worldwide specialists with expertise in global management, leadership techniques, and efficient and effective processes and practises reaching an agreement. Any organisation, large or small, can implement MSS standards. Following is the list of most popular ISO MSS:

| Standard	Scope
ISO 9001	Quality Management
ISO 13485	Medical Devices Quality Management For Regulatory Purposes
ISO 21001	Educational Organizations- Management System for educational organization – requirements with guidance for use
ISO 20000-1	IT Services Management
ISO 14001	Environmental Management
ISO 50001	Energy Management
ISO 45001	Occupational Health & Safety Management
ISO 22301	Business Continuity Management
ISO 27001	Information Security Management
ISO 27701	Privacy Information Management
ISO 55001	Asset Management
ISO 41001	Facility Management
ISO 44001	Collaborative Business Relationships Management System
ISO 37001	Anti-Bribery Management
IATF 16949	Quality management system for organizations in automotive sector

Selecting the Right Consultant

Many businesses choose ISO certification from consulting firms like ISOmantra.

Consultants are critical in acquiring ISO certification for a company. Choosing the right Consultant needs much research and consideration. The first thing to consider when selecting and finalising your expert is their experience and ability to match your needs. Consider the company's product and service offerings after assessing experience and capacity.

If a business decides to establish an ISO-Management System (MS) on its own, the procedure may be time-consuming, difficult, and ineffective. The proper ISO Consultant can help you finish your ISO on time and on budget.

The implementation of an ISO management system can be broken down into a series of manageable steps, which are detailed in this document, and ISOMANTRA will walk you through each stage of the process to ensure that your organisation reaps the benefits of having an ISO-MS embedded in its culture
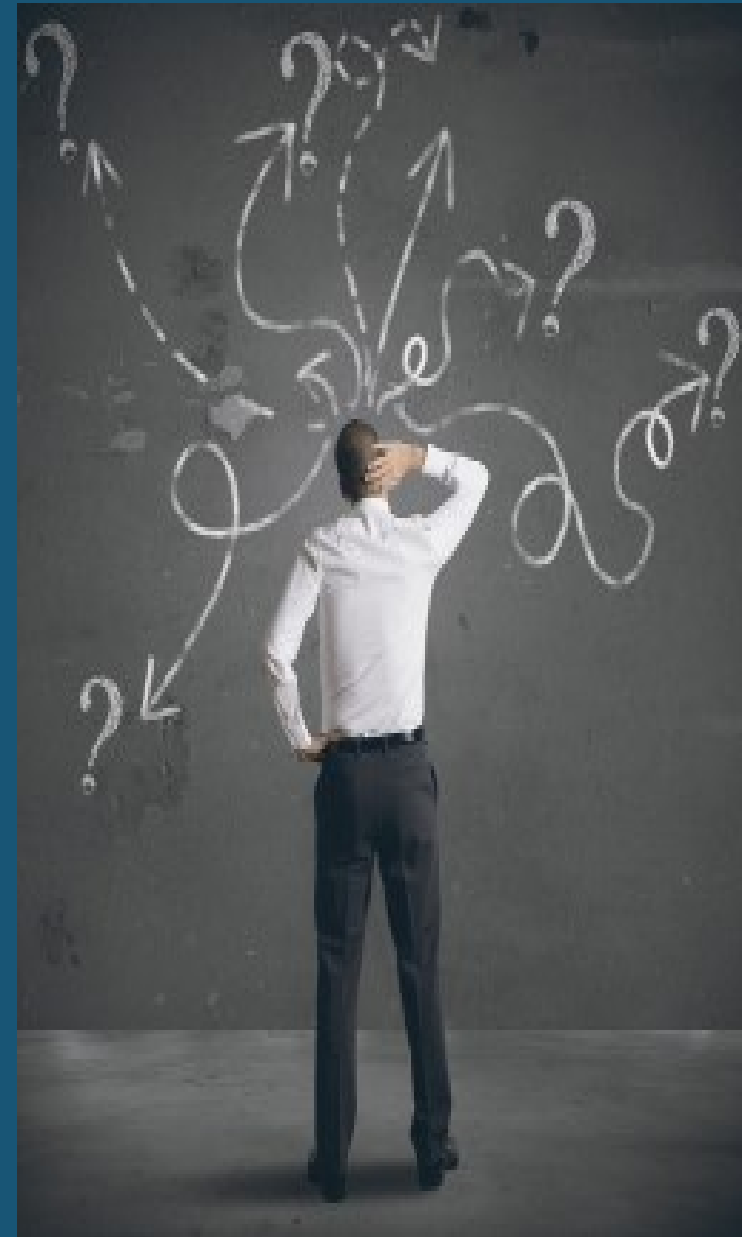
Important Factors to Consider When Choosing a Management Consultant

The appropriate ISO Consultant and Business Partner might spell the difference between success and failure. It is essential to have experience that is backed up by a proven track record. A consulting firm that understands the business and is well-versed in certification criteria will help you avoid costly traps and barriers on your way to ISO certification. The most crucial thing to ask an ISO Consultant is how ISO can help your company achieve its overall goals and satisfy its corporate objectives. ISOmantra Consultants draw on a wealth of ISO expertise and experience from a wide range of industry sectors to help identify significant areas for improvement during the implementation process.

- Ask for references. Can the Consultant provide evidence of previous customer success? Choose a consultant with a proven track record of achievement.
- Do they have the ability to meet your requirements? Persuade yourself that a consulting firm has the necessary experience, knowledge, and resources to address your specific needs.
- Do you believe you'd be a good match? Check sure the Consultant's approach and style are compatible with your company's culture. Your relationship with your ISO Consultant should serve as the foundation for a commercial collaboration.
- Optional services. Is the Consultant equipped with the resources and experience needed to give you with internal training that produces demonstrable results that effect the bottom line?
- What degree of adaptability do they have? Choose a consulting firm that provides onsite implementation help and training to reduce operational disruptions. To obtain a full grasp of your firm, your consultant needs spend time in it.
- Thorough planning- Select a consultant who gives a realistic timeframe and thoroughly explains your organization's obligations during the implementation process.
- Reliable and well-established. Confirm that the Consultant has a close working relationship with the certifying body and will work closely with them to guarantee a successful certification audit.
- Do the Consultants have the resources to help you promote your ISO status once you've been certified? You should not keep your ISO certification a tightly guarded secret.

The ISOmantra Project Methodology

ISO 9001 Consultancy & Implementation Framework
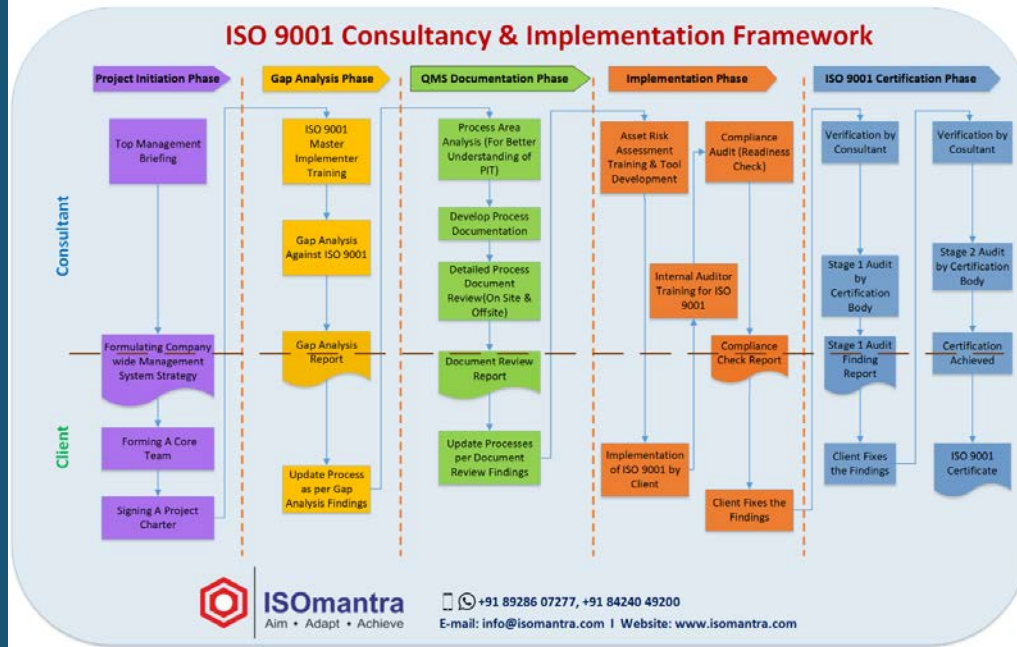
Project Initiation Phase

Top Management Briefing

The briefing is designed to be concise and interesting in order to provide your Senior Management Team with a complete understanding of the ISO standard's history, concepts, and criteria, with an emphasis on organisational benefits such as cost savings, risk reduction, and increased performance.

As a leadership team, they will acknowledge their responsibilities to the management system and the impact on organisational culture, which is required for the management system to be a critical business tool.

Following the completion of this briefing, the Senior Management Team will have the knowledge and skills to understand the precise role they play in the effectiveness of a management system, from context to leadership and improvement, and how this should relate to the business's strategic objectives.

Formulating A Company Wide Management System Strategy

The Leadership Team is responsible for ensuring that adequate funds are available to support the Management System.

The first critical stage in the development and execution of a Management System is senior management's unambiguous endorsement and commitment (MS). The MS's intended development and execution should be explicitly described, including the proposed implementation approach, a broad timeframe, and an expected budget.

The selection of a skilled Project Champion or Management Representative is crucial to the effective implementation of MS. It is strongly recommended that a full-time senior staff member be selected, and it is helpful for the implementation process if they have business expertise.

Top Management is responsible for ensuring that the implementation mandate is conveyed and understood, that appropriate resources are available, and that a proper budget is accessible.

Forming A Core Team

The project should be led by a single team called the ISO Steering/Core Team/Committee. The name is unimportant; name yours after your business. The team's function is very important. This group should meet on a regular basis during the project to monitor progress, answer queries, assign resources, and coordinate the design of the new MS. The ISO Steering Team should be made up of executives from different divisions within your company. A few examples include a Production Manager, a Quality Manager, an Operations Manager, and an Engineering Manager. This will give the team the information and authority it needs to make decisions and assign resources to the project.

The team leader should serve as the implementation project's management representative and/or project champion. The team leader will organise meetings, establish agendas, and gather materials for the meetings.

While the ISO Steering Team guides the project, "Task Teams" will devise techniques and processes to meet the requirements of the standard. The ISO Steering Committee will review the processes and procedures and monitor the work of the Task Teams. A Task Team can be formed for any System Procedure that needs to be created and documented.

ISO Task Teams

The constituted Task Teams will investigate the needs for each particular process and method. They will be in charge of assessing the criteria of the standard to your company's current process. To verify that the organisation fulfils the MS criteria, they will develop a new procedure or modify a current one.

They will write a procedure for the new process and submit it to the ISO Steering Team for review. Once the protocol has been approved, it will be implemented and staff will be trained as needed. The company will next put in place the new process/procedure. It's important to remember that not all Task Teams have to start working at the same time. The ISO Steering Team should develop a timetable and assign start and end dates to the Task Teams.

Gap Analysis Phase

Master Implementer Training

The objective of Master Implementor Training is to prepare Core Committee Members to establish, document, implement, maintain, and continually enhance (Self-Sustaining) ISO Management System Standards that will consistently improve organisational performance for the benefit of its stakeholders. This training must include the following topics:

- The concepts, principles, phrases, and language used in a certain standard.
- Understanding the Standard's requirements and how to apply them in order to successfully and efficiently manage the organization's processes.
- Practical training in the establishment, documentation, implementation, maintenance, and continual improvement of a management system in compliance with the standard.
- Extensive knowledge and experience in planning, conducting, reporting, and completing internal management system audits, as well as continual improvement of the efficacy of the Internal Audit Process.
- Understanding and applying effective management of Corrective Actions and Continuous Improvement techniques.

Conduct a GAP Analysis

One of the first steps your ISOmantra Consultant will take is to compare your current "management system" to the requirements of the applicable management system standard; this is commonly referred to as "performing a GAP Analysis." The GAP Analysis investigative series of questions and examples covers all of the requirements of the specific standard; the ISOmantra Consultant will note your adherence to these requirements. This GAP Analysis can then be used by both the Consultant and the Organization to plan the work schedule involved in moving forward with implementation; it can provide a foundation for calculating potential costs and giving the Consultant and Organization an idea of appropriate implementation timescales.

This collaboratively developed GAP Analysis Report will assist the company in updating the process master list.

All management systems demand that all employees understand their function within the organisation and how that role relates to the effective operation of the management system. Your ISOmantra Trained Master Implementers begin training with the ISOmantra training packages.

Management System Documentation Phase

Most management system, compliance, and certification projects necessitate the creation of written rules, procedures, and work instructions. Begin by classifying things into broad categories or departments. Then, describe the procedures that take place in these departments and how they connect with one another; your ISOmantra Consultant can assist you with this work. Diagrams or process flow charts are simple ways to explain this. In order for an organization to achieve the requirements of a certain standard, all management systems require some amount of documentation. Certain management systems require a set of documented procedures, while others require a manual detailing how compliance with the clause requirements is met, and the majority, if not all, require a number of other documents, records, and forms in order for an organization to demonstrate compliance with the standard. During the implementation process, your ISOmantra Consultant will work with you to develop the manuals, procedures, documents, records, and forms needed to operate and maintain the management system in accordance with the specific standard that will provide the maximum benefit to your firm. Controlling your organization's records is one of the key requirements of most management system standards; your ISOmantra Consultant may assist you in better understanding these needs and how to put them into daily practice.

ISOmantra Documentation Toolkit

The toolkit is a collection of customizable templates that have been written by industry experts to help you produce documentation that meets the requirements of your chosen management system standard to minimize the amount of time and money that an organization spends writing and developing the documents themselves. Toolkits are a comprehensive resource, designed and field-tested to meet specific documentation requirements. The ISOmantra Documentation Toolkit consists of:

- Policy and Quality Objectives,

- Policy Manual,

- Procedures Manual,

- Assurance & Risk Assessment Plan,

- Records & Formats Templates.

Implementation Phase

Set Up and Implement Your Documented Management System

After you've completed the documentation and trained your personnel, you're ready to begin deploying your management system in its entirety. Everyone in your organisation should adhere to the written procedures and work instructions. Many of these procedures and instructions will be novel, and they may require revision over time to ensure they continue to fit your business's demands.

Internal Auditor Training

An ineffective audit can mean severe consequences; resulting in process failure, customer dissatisfaction and regulatory noncompliance. This training by ISOmantra develops the necessary skills to assess and report on the conformance and implementation of processes based on ISO Management System Standard. Your Core Team will learn how to initiate an audit, prepare and conduct audit activities, compile and distribute audit reports and complete follow-up activities.

Conducting Internal Audit

Internal audits are used to assess conformity, evaluate effectiveness, and identify opportunities for improvement, which is one of the requirements of any management system standard. Internal audits entail an organization conducting a series of audits on its own operations over a set period of time, which is commonly referred to as an Audit Program. It should be carried out by trained individuals who are employed by the organization but are not involved in the process or system being audited. When choosing your Internal Auditors or Audit Team, make sure you have enough to cover all areas of your operation; you need enough to cover all areas without having to ask an Auditor to audit their own area. Involve your Management Representatives, Internal Auditors, and other members of your organization in reviewing procedures and instructions, and document any improvements or changes that are to be made as a result of the internal audits.

Conducting Management Review

This is the time to hold your first Management Review meeting and go over the information gathered from your Internal Audit Program, any current corrective and preventive action reports, and the outcomes of any monitoring and measuring activities. Initiate corrective and preventive actions to resolve issues and improve your management system. Again, most management systems require such meetings to be recorded and controlled using the relevant clause procedure; your ISOmantra Consultant will walk you through these requirements.

Examination of your Management System Before you can apply for an external audit, you must show that you have conducted a number of internal audits in accordance with the requirements of the management system standard. Using trained Internal Auditors ensures that your organization can fully comply with the standard's requirements while also benefiting from a review of the effectiveness of the management system and highlighting those areas of the system that could be improved.

Certification Phase

If your organization has decided to formalize its management system and obtain third-party certification, you will need to choose a Certification Body to conduct an external assessment of your management system at this point, if you haven't already. Your ISOmantra Consultant can provide you with more information on the different types of Certification Bodies available, allowing you to choose the one that best suits your company's needs. Getting Ready for Your Certification Audit Before the audit, make sure that all of your employees are aware of the audit's upcoming date and purpose. You must ensure that your employees answer the Auditors' questions honestly and openly. You must ensure that all of your system documentation, records, reports, and forms are easily accessible and up to date; that those that must be signed and dated are, and that those that must be displayed are. Check bulletin boards, counters, cupboards, and other areas for uncontrolled documents, uncalibrated measuring equipment, or unidentified parts or supplies. Your ISOmantra Consultant can provide you with additional tips and solutions to help you prepare for your certification audit.

THE ISOmantra APPROACH

We begin with predefined project objectives and deliverable. ISOmantra helps clients by focusing on the three most important aspects of every business: People, Process, And Technology. This strategic approach, along with our Subject Matter Expertise and proven Project Management skills, positions our clients for success.

Our solution approaches are tailored to our clients' needs and we believe that no two clients are the same. Although we begin with well-defined structures for individual engagements (e.g., Frameworks, Methodologies and Templates etc.), we adapt our methods to our clients' corporate culture and other business context to maximize performance.

The ISOmantra approach is based on a key set of principles in order to create balanced and sustained results for our clients:

Fixed Fee - ISOmantra ISO implementation is priced at a fixed rate from day one. No hidden charges, no unexpected invoices. The price you see is the price you will pay. Flexible Implementation ISO implementation with ISOmantra will be bespoke to your organisation, designed to fit around your business requirements and schedule.

Expertise - All ISOmantra Assessors have been successfully trained to the highest standard by an IRCA, or equivalent, approved training body and have earned a reputation of integrity for contributing value and best practice. ISOmantra guarantees that your Assessor will be highly qualified and trained to assist your business to ISO certification.

Full Service - ISOmantra offers full implementation; we will produce the manuals and make the process as simple as possible by improving systems already in place. Training ISOmantra offer training to supplement your ISO; training with ISOmantra is flexible and delivered by experienced ISOmantra Trainers.

Why ISOmantra

- Our Subject Matter Experts always have 20-25 years of experience and have unrivalled operational organizational background.
- While working as a team with your executives, we bring an external view.
- We deliver practical and actionable results that improve operational performance and customer experience.

How Do We Connect:

We use Immersive Technology to deliver our interventions, that helps us you to:

- Ensure quality of contact with your employees and the ISOmantra consultants through a single live stream.
- Gain access to our expertise regardless of location.
- Realize significant cost savings due to reduced travel.
- Significantly reduce the transactional carbon footprints.

ISOmantra
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Business Advisory and Assurance Services:

Standards Consulting

- ISO 9001, ISO 14001, ISO 45001, ISO 13485,
- ISO 22000, ISO 27001, ISO 22301, ISO 37001,
- ISO 50001, ISO 55001, ISO 17025, ISO 15189,
- ISO 17043, ISO 17020, ISO 17024, ISO 17065
- CE MARK DIRECTIVES, GDPR &
- SUSTAINABILITY STANDARDS

AUDIT & VERIFICATION

- Supplier Audits
- Internal Audits

**Operational Excellence
Commercial Due Diligence
ESG Due Diligence
Enterprise Risk Management Consulting
Digital Transformation for SMBs
Trainings**