



# Management Systems Certification

Sound management protocols are crucial to the success of any company, especially those with international reach. Certified management systems improve the processes and operations throughout your organization and reassure consumers and partners around the world of your commitment to quality.

## EXPLORING AND MAINTAINING CERTIFICATION

The driving factor for certification for many companies often derives from three main areas: a customer mandate, seeking competitive advantage, or an internal commitment to quality, the environment or health and safety of their employees. Numerous studies over the years have validated the benefits of certification including measurable financial returns sometimes greater than 20% on the investment of certification.

Additional benefits have been documented from various industry surveys including one from the Independent Association of Accredited Registrars (IAAR) who identified the top customer responses to the benefits from ISO certification.

### External

- Improved perceived quality
- Improved customer satisfaction
- Competitive Advantage
- Reduced Customer Audits
- Increased Market Share
- Quicker time to market

### Internal

- Greater Quality Awareness
- Better Documentation + Communication
- Increased Efficiency
- Positive cultural change
- Reduced scrap/rework costs
- Improved financial performance and morale

Certification can also help identify weaknesses and vulnerabilities that can help set the agenda for continuous improvement which can apply to all areas of a company; not just manufacturing and engineering.

There can be many roadblocks when attempting to certify a company's management system. Finding the resources and the time for the initial set up as a small business, or unifying several locations across the globe under a centralized management system can seem like daunting tasks.

We understand these challenges and can assist you with initial certification or improving your existing management system whether you are a small business or multinational organization. When you partner with TÜV Rheinland, you are partnering with an organization with years of experience, substantial global resources and commitment to customer satisfaction. You'll receive the most cost-effective and time-efficient certification tailored to your business from a world-renowned provider of Management System Certification Services.

Together, we can help your organization set the foundation necessary to not only meet the standard requirements, but also improve your processes to increase your customer satisfaction and market share.



## PARTNERING WITH TÜV RHEINLAND

### Locally Established and Globally Connected

TÜV Rheinland has a global network of more than 20,000 employees working in over 500 locations across more than 66 countries. With auditors strategically located across North America and the world, we ensure you have local coverage and support. TÜV Rheinland is an accredited Registrar through ANAB and DAkkS, as well as holding additional local accreditations in the following countries:

- Argentina / OAA
- Brazil / INMETRO
- Bulgaria / ATECTAT
- Chile / INN
- China / CNAS, CNAB
- Germany / DAkkS
- India / NABCB
- Iran / IAS
- Mexico / EMA
- Poland / PCA
- Romania / RENAR
- Spain / ENAC
- United States / ANAB, DAkkS

### Flexible Scheduling & Rapid Turn-Around Time

TÜV Rheinland is committed to providing timely and superior service, with dedicated contacts to assist and provide flexibility throughout the certification process. This means faster responses and painless scheduling to help save our clients time, money, and aggravation.

### Value Added Audits

TÜV Rheinland has a partnership approach to audits. We audit for conformance instead of focusing on identifying non-conformities. We start by pairing auditors with clients based on industry experience to help identify gaps in the management system, highlight opportunities for improvement, and share industry best practices. TÜV Rheinland understands there is no better expert for your business than you. We will work with you to tailor the audit experience to meet your company needs, whether you have a mature system in place or you are exploring certification for the first time.

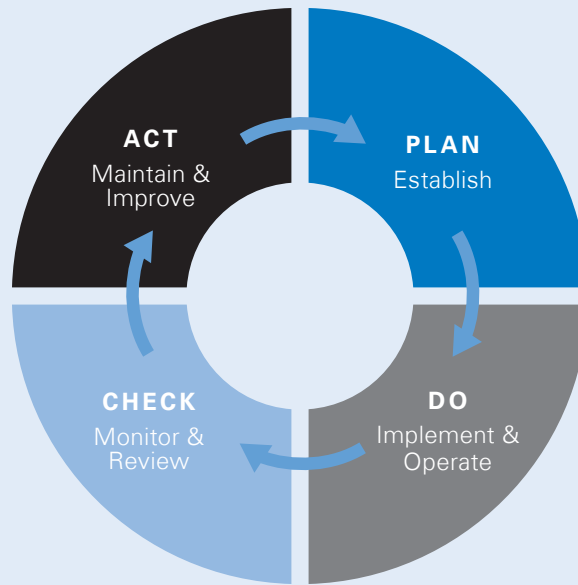
#### Auditor Quality Survey

OVERALL AUDITOR IMPRESSION	<b>97%</b>	EXCELLENT OR ABOVE
AUDITOR'S QUALITY OF SERVICE	<b>99%</b>	ABOVE EXPECTATIONS OR EXCELLENT
AUDITOR RESPONSE TIME	<b>94%</b>	ABOVE EXPECTATIONS OR EXCELLENT
AUDITOR'S LEVEL OF KNOWLEDGE	<b>98%</b>	ABOVE EXPECTATIONS OR EXCELLENT
AUDITOR TECHNICAL COMPETENCE	<b>96%</b>	ABOVE EXPECTATIONS OR EXCELLENT

### High Levels of Service

TÜV Rheinland's unwavering commitment to its clients has helped make the company a global leader in Management Systems Certification services. Our client-first approach sets the industry standard, propelling our customer service rating into the upper 90 percentile. This has driven the company's growth largely from client recommendations and referrals.

## MANAGEMENT SYSTEMS CERTIFICATION OFFERINGS



### ISO 9001

#### Quality Management System Standard

ISO 9001 is the most widely used and adopted Management System Standard with over 1.2 million certified companies and organizations in over 170 countries. It sets the framework for a quality management system and is the cornerstone for many industry-specific standards. ISO 9001 is based on a number of proven quality management principles, strong customer focus and continuous improvement throughout the organization. This standard is applicable to every company and industry regardless of service or manufacturing, large or small.

### AS9100 & AS9120

#### Aerospace Quality Management System Standards

The international management system standard for the Aircraft, Space and Defense Industry. AS9100 and AS9120 supplement the ISO 9001 standard with additional quality system requirements determined by the aerospace industry. These requirements monitor the function and design status of products over the entire service life by emphasizing the prevention of risk and counterfeit parts, planning for obsolescence and addressing product safety concerns. AS9100 includes all manufacturing and service activities while AS9120 is for distribution companies only.

### IATF 16949

#### Automotive Quality Management System Standard

This standard was developed by the International Automotive Task Force (IATF) supplementing the ISO 9001 requirements for automotive production and relevant service part organizations. This standard is a requirement for many OEMs (original equipment manufacturers) for automotive component or system suppliers requiring eligibility criteria for certification. IATF 16949 is a QMS focused on continuous improvement, emphasizing defect prevention and the reduction of waste in the supply chain. This standard also focuses on OEM Customer Specific Requirements as well as specific automotive industry core tools, and corporate responsibility policies.

### ISO 14001

#### Environmental Management System Standard

An ISO 14001-certified environmental management system is designed to continually improve your business's environmental performance through a more efficient use of resources, sustainability, and reduction of waste while reducing environmental risks and conserving resources. ISO 14001 also helps organizations manage compliance with local and national applicable laws, regulations and other environmental requirements. This standard was aligned recently with ISO 9001 for a common structure to allow for the integration of multiple Management System Standards.

## ISO 45001

### Occupational Health & Safety Management System Standard

One of the newest ISO standards created for dealing with health and safety at work. Safeguarding and maintaining health & safety in the workplace is crucial for a motivated and productive working processes and has also become increasingly important for the company's brand and reputation. It is designed for not only the company's employees, but also their visitors. ISO 45001 establishes a process-based approach that considers both risk and opportunities for workplace safety while including the views of all interested parties. An established ISO 45001 Management System helps reduce and eliminate the risk of death, injuries and illness in the workplace. This standard was aligned recently with ISO 9001 for a common structure to allow for integration of multiple Management System Standards.

## ISO 27001

### Information Security Management System Standard

This ISO management system standard establishes a framework for the protection of business-critical information. ISO 27001 controls the confidentiality, integrity and availability of company information. This standard can be applied to any type of business from small IT based companies to larger financial organizations, government institutions or any organization with sensitive proprietary information. A risk-oriented information security management system based on ISO 27001 can mitigate IT related risks, reduce any resulting damage or costs, and improve the economic efficiency of your security controls.

## ISO 50001

### Energy Management System Standard

ISO 50001 is an ISO standard developed to control the organization's energy management system. It is designed to be utilized in any organization no matter the size or industry to increase energy efficiency, optimize resource consumption, minimize environmental impact and reduce operational costs. This in turn leads to increased profits without reducing operational output resulting in a competitive advantage. ISO 50001 is based on the continuous improvement model and can also result in tax or insurance deduction benefits.

TUV Rheinland of North America  
295 Foster Street, Suite 100  
Littleton, MA 01460  
1-888-743-4652  
info@us.tuv.com

[www.tuv.com](http://www.tuv.com)

## ISO/TS 22163

### Railway Quality Management System Standard

The successor to IRIS, ISO/TS 22163 is the management system standard designated for companies who develop, manufacture and supply to the railway industry. It is also designed for companies that perform maintenance work for railway vehicles or work with signaling technology. The ISO/TS 22163 standard was developed based on the structure and requirements of ISO 9001 with the addition of industry-specific requirements set forth by the largest rail manufacturers worldwide. It is also becoming a core element of the procurement process for companies supplying to this industry.

## TAPA TSR/FSR

### Transported Asset Protection Association Standards

The Transported Asset Protection Association (TAPA) is a nonprofit, volunteer organization that unites global manufacturers, logistics providers, freight carriers, law enforcement agencies, and other stakeholders with the common aim of reducing losses from their supply chain. TAPA FSR and TSR certifications establish industry best practices for securing goods in warehouse facilities (FSR) and during transport trucking (TSR). These standards ensure the best possible processes are in place to protect supply chain workers, facilities, transport vehicles, and their high-value, theft-targeted (HVTT) cargo. TUV Rheinland is one of a select few Registrars chosen to offer and verify conformance of this certification by TAPA.

TÜV Rheinland is a global leader in product safety, testing and certification founded over 145 years ago. The group holds over 70,000 certifications worldwide, and maintains a presence of more than 20,000 people in over 500 locations, including 4,500 experienced auditors. We are recognized around the world as a leader in independent inspection and certification services for nearly all industries.

Improve your business performance and customer satisfaction with our suite of management system standards. Contact your local representative to begin the certification process.

 **TÜVRheinland®**  
Precisely Right.