E-Brochure
(Corporate Profile)

QMS.9000

Quality Management Systems.9000

Consultants and Trainers

Est. Since 1998

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CORPORATE PROFILE:

Quality Management Systems.9000 (QMS.9000) is a leading Management Consulting Company that specializes in following Main Areas of Services **(Consulting & Training)**:

CERTIFICATION & COMPLIANCE		
ISO 9001 Quality Management System	**CE MARK** Product Certification	**ISO 22000** Food Safety Management System
ISO 14001 Environmental Management System	**WRAP** World Wide Responsible Apparel Production	**COPC** Customer Operations Performance Center
ISO 45001 Occupational Health & Safety	**C-TPAT** Customs-Trade Partnership Against Terrorism	**FBC** Foreign Buyers Compliances
ISO 26001/ SA 8000 Social Responsibility	**OEKO-TEX** Textile Production Certificate	**OD** Organization Development
INFORMATION SYSTEMS		
ISO 27001 Information Security Management System	**ISO 20000** Information Technology Services Management System	**BS 25999** Business Continuity Management System
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LABORATORY ACCREDITATION		
ISO 17025 Lab. Management System	**ISO 15189** Medical Lab. Management System	**CWA 15793:2008** Clean Work Area
SIX SIGMA AND FOCUSED IMPROVEMENT TOOLS		
Six Sigma Champion Awareness & Introduction	**Six Sigma Green Belt**	**Six Sigma Black Belt**
Implementing Statistical Process Control	**Understanding and Measuring Process Performance**	

Owing to our dedicated team work, professionalism and practical approach towards implementation of systems that we have a loyal clientele of over **1,000 leading business groups / companies** to our credit. In addition to this we have the honour to provide professional training to over **10,000 plus industry professionals.**

 Major Contribution in Compliances: We (QMS.9000) has the privilege to design and develop National Compliance Standard for Manufacturing and Exporting Industries based on Social, Security and Environmental Management. This standard has been developed keeping in view Major Foreign Buyers Code of Conduct & Terms of Engagement, International Standards and Local Laws on Social, Security and Environment.

OUR EXPOSURE WITH GLOBAL / INTERNATIONAL ORGANIZATIONS: We have honor to work with Global / International Organizations like; European Union (EU), Kingdom of Netherland, German Council, Asian Development Bank, International Labour Organization (ILO), World Food Program, World Bank, GIZ (International Zusammenarbeit GmbH, Germany) etc.

QMS9000 has prepared Organizations for Foreign Buyer Compliances, Code of Conduct and Terms of Engagements. Some of these Foreign (**US & European**) Buyers are:

LEVIS	JCPENNY	TARGET	SOUTH POLE	TOMMY HILFIGER
AMC	PUMA	CHAPS	WAL MART	FEDERATED
ADIDAS	POLO	SPEEDO	TESCO	IKEA
NIKE	KELLWOOD	WEST POINT STEVENS	LINMARK	GAP
SEARS	T & H ASSOCIATION	K-MART	KOHLS	REEBOK

Foreign Collaborations:

NETS International (**UAE**):	Watershed (**Qatar**):
www.nets-international.com	**www.watershedpm.com**
CONSAK Inc. (**Canada**):	MOUNT10 (**Switzerland**):
www.consak.com	www.mount10.ch

OUR CONSULTANCY OFFERING

1. CERTIFICATION & COMPLIANCES

ISO 9001 (2015 Version): QUALITY MANAGEMENT SYSTEM

Quality Management System (ISO 9001) is known for establishing basis of all ISO standards. It offers best management practices to improve the quality and efficiency of managing an organization's core processes. The ISO (International Organization for Standardization) created ISO 9000 standards in an effort to **standardize Quality Management System** for manufacturing and service industries worldwide. The main focus is on **improving Quality of management in an organization**.

Main Areas covered in this standard by QMS.9000

- Development of Document and Record Control Management System
- Development of an effective system for Internal Communication
- Setting Quality Objectives and Management Programs to achieve them within specified time frame
- Development of Corrective and Preventive Action System
- Development of system for Internal Auditing (based on Standard's requirements)
- Development of an Internal Audit team
- Development of system for Management Review (based on Standard's requirements)
- Performing Review and Critical Analysis of Process Flows to highlight and correct any flaws that are not conforming to the requirements of the standard
- Development of System for business risk management
- Development of System for controlling non-conforming (incorrect) activities and products (services included)
- Development of System for Effective Documentation of all processes
- Development of Roles and Responsibilities of personnel working in an organization covering both operational and standard's requirements

Phase Trainings:

- Introduction to ISO 9001 requirements
- Implementation & System Development
- Internal Auditing based on ISO 9001 (System Auditing)

Applicability:

ISO 9001 is applicable to **any type and size of organization that wishes to demonstrate it commitment to Quality and want to standardized / improve its management /processes**. It can be a manufacturing, production, construction or service sector.

ISO 14001 (2015 Version): ENVIRONMENTAL MANAGEMENT SYSTEM

Based on information provided by ISO (International Organization of Standardization), ISO 14001 is the most popular standard considering the number of organizations that have implemented it and certified worldwide. Although most of the requirements may seem related to ISO 9001, but ISO 14001 (Environmental Management System) mainly covers and controls the effects of an organization's processes that may have some impact on internal and external surrounding atmosphere. The standard focuses mainly on **Environment, Health and Safety issues** in an organization.

Main Areas covered in this standard by QMS.9000:

- Development of System for identification of insignificant and significant environmental aspects
- Setting Objectives to control the environmental issues
- Development of system for Correction and Prevention of Environmental threats based on available resources
- Development of a system to control and manage Environmental Management system documentation and record control
- Development of system for Internal Auditing (based on Standard's requirements)
- Development of an Internal Audit team
- Development of system for Management Review (based on Standard's requirements)
- Development of Emergency Preparedness Plan
- Development of Environmental and Safety Layout (based on the physical structure of organization)
- Review and Applicability of Environmental Protection Act
- Review and Applicability of NEQS (National Environmental Quality Standards)
- Development roles and responsibilities of personnel in relation to the standard's requirements

Phase Trainings:

- Introduction to ISO 14001
- Pollution Prevention, Emergency Preparedness & Safety requirements
- Internal System Auditing based on ISO 14001

Applicability:

The standard is applicable on any type any size of organization that wishes to demonstrate its commitment on **Safety, Hygiene, Environment issues**. Some **recommended industrial sectors** include: Textile (processing, knitwear, apparel, spinning, weaving etc), Engineering, Pharmaceutical, Chemical, Food & Beverages, Construction, Oil & Gas etc.

ISO 22000: FOOD SAFETY MANAGEMENT SYSTEM

ISO 22000 is a Food Safety Standard (adopted by ISO through HACCP). It comprehensively defines the requirements that can be adopted by industries/organizations belonging to Food Sector for an effective management system that not only ensures safety of their raw material and products throughout the process. **Focus of food safety, hazards and control measures** to ensure save and hygiene supply chain throughout.

Main Areas covered in this standard by QMS.9000

- Developing Food Safety Policy
- Preparation of a Team Leader for Food Safety Management System
- Development of Procedures based on requirements of the standard
- Emergency Preparedness and Response based on Food Safety requirements
- Development of Roles and Responsibilities of Personnel involved in Food Safety
- Development of training system to handle external and internal trainings
- Identification of Hazards
- Hazards Analysis & Control Measures
- Development of HACCP Plan
- Development of system for handling of non-conformities (actions defying the requirements)
- Development of a Monitoring and Measuring system
- Development of Internal Auditing System for Food Safety Management System
- Development of Internal Auditing Team

Phase Trainings:

- Introduction to ISO 22000
- Food Safety & Hazard Control Measures
- Internal System Auditing

Applicability:

The standard is applicable on any type any size of organization that wishes to demonstrate its commitment on **Food Safety & Hazard Control**. Some **recommended sectors** include: **Food & beverages processing & packaging, restaurants, hotels, rice processing & packaging, flour mills** etc.

ISO 45001: OCCUPATIONAL HEALTH & SAFETY

This Occupational Health and Safety Assessment Series (OHSAS) specification gives requirements for an **occupational health and safety (OH&S) management system**, to enable an organization to **control its OH&S risks and improve its performance**. The standard focuses mainly on **Occupational Health & Safety issues**, **HSE Risks & related measures** in an organization.

Main Areas covered in this standard by QMS.9000

- Development and companywide implementation of OH & S policy
- OH & S Assessment and Impact Review
- OH & S Management Systems documentation
- Development of process for Hazard identification
- Development of process for Risk assessment and risk control
- Identification of Legal & other requirements
- Setting of Objectives and Targets
- Development of OH & S management programs
- Review of Structure & responsibility matrix
- Procedure for training
- Procedure for Internal & External Communication
- Procedure for document and data control
- Operational Control Practices
- Development of Emergency Preparedness and Response System
- Development of OH & S performance measurement and monitoring procedures
- Identification of accidents, incidents and non-conformances
- Development of corrective and preventive actions

Phase Trainings:

- Introduction to ISO 45001
- Occupational Safety
- Internal Auditing based on ISO 45001

Applicability:

The standard is applicable on any type any size of organization that wishes to demonstrate its commitment on **Occupational Safety, Hygiene, Sanitation, Emergency Preparedness & HSE issues**. Some **recommended industrial sectors** include: Textile (processing, knitwear, apparel, spinning, weaving etc), Engineering, Pharmaceutical, Chemical, Food & Beverages, Construction, Oil & Gas etc.

ISO 26000: SOCIAL RESPONSIBILITY (SOCIAL COMPLIANCE)

It defines the **social responsibilities of an organization towards its workers** by expressing criteria for various aspects of Human Resource Management at an organization. The standard supports foreign buyer compliances as it covers most of their human resource related requirements like **issues relating to overtime, workers health & safety, worker welfare, forced labor, remediation of children (child labour)** etc. **Most European Buyers prefer to work with** organizations that are SA 8000 certified.

Main Areas covered in this standard by QMS.9000

- Identification of applicable Laws and Regulations (like Factory's Act, etc.)
- Develop system to control and comply with Child Labor requirements
- Develop system to control and comply with Forced Labor requirements
- Develop System to Comply with Harassment /Abuse control Requirements
- Health and Safety Review of The Personnel, Process and Facility (including identification of potential health hazards
- Develop System to Comply with Freedom of Association and Right to Collective Bargaining
- Develop System to comply Discrimination Requirements
- Develop System to comply organizational Disciplinary Practices
- Development of Social Accountability Manual
- Development of Social Policy of the organization in compliance with standard's requirements
- Development system for Social Accountability Internal Auditing
- Development system for Corrective and Preventive Actions
- Development system for Social Accountability Management Review
- Development and Training of FFF (First Aid and Fire Fighting) Team

Phase Trainings:

- Introduction to ISO 26001
- First Aid and social requirements (Vendors Code)
- Internal System Auditing

Applicability:

The standard is applicable on any type any size of organization that wishes to demonstrate its commitment on **Social management, Workers welfare & safety**. Some **recommended sectors** include: **Organizations that are into manufacturing and exporting to Europe, any other organizations who want to have Social Compliance / Certification**.

WRAP: WORLDWIDE RESPONSIBLE PRODUCTION

WRAP is an independent, non-profit organization dedicated to the **certification of lawful, humane and ethical manufacturing throughout the world.** The market place, the media, and the public increasingly demand that apparel be produced under conditions that respect the rights and comply with labor and environmental laws, and that meet other international standards. A WRAP certification is widely accepted by retailers, brand managers, licensers, as evidence that your facility is socially responsible.

Main Areas covered in this standard by QMS.9000

- Compliance with Laws and Workplace Regulations
- Prohibition of Forced Labor
- Prohibition of Child Labor
- Prohibition of Harassment or Abuse
- Compensation and Benefits
- Hours of Work
- Prohibition of Discrimination
- Health and Safety
- Freedom of Association & Collective Bargaining
- Environment al Compliance
- Customs Compliance
- Security Compliance
- Facility WRAP Manual covering all aspects of the standard

Applicability:

The standard is applicable on **Textile Apparel, Knitwear and related industries** who wish to demonstrate their commitment on **Social, Environmental and Security Management.** Some **recommended sectors** include: **Textile Apparel, Knitwear and related industries**

C-TPAT: CUSTOMS-TRADE PARTNERSHIP AGAINST TERRORISM

This standard provides requirements for implementing **security controls in an organization** that is performing operations affecting an international buyer, therefore upon implementation of this standard it also complies with security requirements of foreign buyers. The standard is US based but due to increasing level of concerns relating to illegal activities of international community, the standard has become an international phenomenon and accepted by almost all foreign buyers. The standard **covers security requirements relating to monitoring, protection and security of working environment including loading areas**.

Main Areas covered in this standard by QMS.9000

- Identification of applicable legal and regulatory security requirements in relation to organization's working environment
- Identification & Preparation of Security and Safety Plan
- Identification of potential hazards to security controls
- Occupational safety reviews that may have impact on Security protocols
- Training of personnel to lower the chances of internal unintentional violations
- Development of system for Disciplinary Process against security controls violations
- Development of Emergency Plan
- Development of shipment and loading plans in accordance to the security checks
- Development of system for visitor's control
- Development of system for theft control, pilferages & wastages
- Control and Management of Physical Security Measures
- Development of System for Personnel Security
- Development of System for Procedural Security
- Preparation of Audit Checklist for Security checks based on standard's requirements
- Development of System for Internal Auditing based on C-TPAT requirements
- Development of System for Access Control
- Development of System for Monitoring of external and internal sensitive areas
- Development of System for Corrective and Preventive Action

Applicability:

The standard is applicable on any type any size of organization that wishes to demonstrate its commitment on **Security management**. Some **recommended sectors** include: **Organizations that are into manufacturing and exporting to US & Europe, any other organizations who want to have Security Compliance.**

OEKO-TEX: TEXTILE PRODUCTION CERTIFICATE

Over a period of time International market (both buyers and consumers) have become conscious about quality, health, safety and environment in various aspects of living. According to statistics by world's leading NGO's "Promex-International" and "World Health Youth Organization", 20-30% of skin diseases are caused due to various fabrics which include **curtains, sofa cloth, bed wear, under garments, clothes** etc. Most of foreign buyers especially in Europe and USA prefer OEKO-TEX CERTIFIED Textile Products.

Oeko-Tex is a product certification for Textile Products and has four distant categories or classes industry which includes:

- **Class I: Products for babies** are all articles, basic materials and accessories which are provided for the production of articles for babies and children up to the age of 36 months with the exception of leather clothing.
- **Class II: Articles with direct contact to skin** are those which are worn with a large part of their surface in direct contact with the skin (e.g. blouses, shirts, underwear, etc.).
- **Class III: Articles without direct contact to skin** are those which are worn with only a little part of their surface in direct contact with the skin (e.g. stuffing's, linings, etc.)
- **Class IV: Decoration material** in the context of this standard are all articles including initial products and accessories which are used for decoration such as table cloths, wall coverings, furnishing fabrics and curtains, upholstery fabrics, floor coverings and mattresses.

Main Areas covered in this standard by QMS.9000

We have a proven success record on preparing companies for OKO TEX-100 Certification and offer comprehensive guidance and advise to prospective and current holders of OEKO-TEX Certificates. We cover complete range of textile products and provide complete turnkey solution right from:

- Data gathering
- Application preparation
- Technical file
- Process flows and description require to meet requirements of certification
- Sample preparation
- Packaging and Delivery

Applicability:

This standard is applicable for **textile and leather products** and articles of all levels of production, including textile and non-textile accessories.

COPC: CUSTOMER OPERATIONS PERFORMANCE CENTER

COPC which stands for Customer Operations Performance Center, measures processes within a contact/ call center and determines their robustness and efficiency. The COPC Performance Management System is a set of management practices and training for customer-centric service operations designated to:

- **Reduce the cost of providing excellent service**
- **Improve customer satisfaction through improved service and quality.**
- **Increase Revenue**

Data has demonstrated that centers that adopt the COPC Performance Management System can dramatically lower costs while maintaining or improving service quality as well as client and end-user satisfaction.

Main Areas covered in this standard by QMS.9000

Main Areas covered in this standard by QMS.9000

- We provide consultancy and trainings
- Conduct Base Line assessment / Gap Analysis
- Develop System to meet requirements of COPC standard
- Develop in house implementation teams through trainings and workshops
- Conduct System Audits

Applicability:

The standard is applicable on **Call Centers and BPOs**

CE MARKING: PRODUCT CERTIFICATION

CE Marking is the symbol as shown. The letters "CE" are the abbreviation of French phrase "Conformité Européene" which means "European Conformity". The term initially used was "EC Mark" and it was officially replaced by "CE Marking" in the Directive 93/68/EEC in 1993. "CE Marking" is now used in all EU official documents. CE Marking on a product is a manufacturer's declaration that the product complies with the essential requirements of the relevant European health, safety and environmental protection legislations, in practice by many of the so-called Product Directives.

CE mark is basically a product certification, which is given for a specific product by fulfilling requirements of European directives. All these requirements can be met with the support and assistance of technically competent and experienced consultant. We have that ability and competence and can get certification for your product in a short span of time.

Main Areas covered in this standard by QMS.9000

- System Documentation and Standards Delivery Service.
- Technical Consulting Service
- Technical Advice on Compliance Engineering
- Safety and Risk Assessments
- Compliance Testing Service
- Pre-compliance testing arrangement
- Full-compliance testing arrangement
- Technical Documentation Service
- Technical Files (Technical Documentation)
- EC Declaration of Conformity:
- Users Manual and Installation Instructions
- Labeling Advice and Translation

Applicability

Organizations who wish to get a CE Mark for the product that they are manufacturing. May it be machinery, equipment or any other products.

FOREIGN BUYERS COMPLIANCE

International market is becoming conscious about environment, social, health and occupational safety issues. Moreover, keeping in view these International regulations and requirements, all major foreign buyers have developed their own standards and Terms of Engagements (TOE) or you may call Vender Code of Conduct (VCOC).
Specially with reference to Textile Industry these issues are of significant nature and needs to be addressed, as all big Stores, Brands etc require that TOE /VCOC be followed all along the manufacturing chain.

Main Areas covered in this standard by QMS.9000

QMS.9000 has vast experience and exposure of implementing systems that conform to requirements of foreign buyers (Terms of engagement, code of conduct, social management). QMS.9000 can prepare your organization for foreign buyers based on your requirements and plans.

We have prepared Organizations for Foreign Buyer Compliances, Code of Conduct and Terms of Engagements. Some of these Foreign (US & European) Buyers are:

LEVIS	JCPENNY	TARGET	SOUTH POLE	TOMMY HILFIGER
AMC	PUMA	CHAPS	WAL MART	FEDERATED
ADIDAS	POLO	SPEEDO	TESCO	IKEA
NIKE	KELLWOOD	WEST POINT STEVENS	LINMARK	GAP
SEARS	T & H ASSOCIATION	K-MART	KOHLS	REEBOK

Applicability:

- Exporters and Manufacturers.

OD: ORGANIZATION DEVELOPMENT

. These modules are developed keeping in view of the organizational needs of different business sectors. An organization may select any module(s) for implementation.

Modules:

Module 1	**Module 2**
Mail Delivery & Dispatch Management	Inventory Management & Control
Data & Record Management	Vendors Management
Reporting & Monitoring System	Purchase Control
Module 3	**Module 4**
Customer Interaction and Business Development	Human Resource Management
Customer Complaint Handling / Feed Back System	Departmental Objectives & Targets
	Management Program
Module 5	**Module 6**
Quality Control & Quality Assurance	Internal Auditing & Reporting
Rejection Control	Correction & Corrective Action
Module 7 (not applicable to services)	**Module 8 (not applicable to services)**
Production Planning & Control Management	Machine / Equipment Maintenance System
Waste Management	Trouble Shooting and Rectification System
Material (Forecasting) Management	
Module 9	
Hazard Analysis & Response	
Occupational Safety & Security	

Applicability:

These OD Modules can be applied in any Service or Manufacturing Sector organizations that wish to improve various aspects of Management, Quality and Processes etc. These are **best suited for Small and Medium Organizations.**

2. INFORMATION SYSTEMS

ISO 27001: INFORMATION SECURITY MANAGEMENT SYSTEM (ISMS)

Organizations worldwide are becoming more cautious regarding **CONFIDENTIALITY, INTEGRITY AND AVAILABILITY OF INFORMATION**, as it is believed that Information is an asset of any organization. This valuable asset needs to be protected against internal and external threats and vulnerabilities, which is only possible through implementation of an international standard called ISMS (Information Security Management System) ISO/IEC 27001:2005. This standard is based on best practices related to information security techniques, that includes;
 a. IT Security (both Network security and System security)
 b. Infrastructure Security
 c. Personal Security

Main Areas covered in this standard by QMS.9000

- Development of **Information Security Policies** covering all applicable Controls
- Information Security System development (**ISMS Procedures & ISMS Manual**)
- Development of **Risk Assessment Methodology** based on ISMS requirements and business / operational activities
- Development of **Risk Treatment Plan**
- Development for system for **Information Asset Valuation** (based on criteria defined by standard)
- Development of **Business Continuity Plan** to ensure unaffected ISMS in case of minor and major disasters (Plan for Disaster Recovery)
- Development of **Information Security Reporting, Investigating and Correction** System
- Development of **Corrective and Preventive Action** System against ISMS requirements
- Development of **system security and protection** of documentation and records related to operational activities and ISMS
- Defining **Roles and Responsibilities** of personnel for ISMS

Phase Trainings:

- Introduction to ISMS (ISO 27001)
- Asset Valuation & Risk Management (based on ISO 27001)
- Business Continuity Management

Applicability:

Organizations that are interested in strengthening of their information security system, ISO 27001 is an ideal set of best practices for this requirement. Following sectors are **recommended** to apply ISMS; IT Services Sector (Software Houses included), Oil & Gas Sector, Data Management Companies, Data Center Service Providers, Educational Sector, Defense Sector, Public Sector, Internet Service Providers, Insurance Companies, Banks, Financial Institutes, Big Industrial Groups etc.

ISO 20000: INFORMATION TECHNOLOGY SERVICES MANAGEMENT SYSTEM (ITSMS)

ISO/IEC 20000-1:2005 is the first international standard for IT Service Management. It was originally developed to reflect best practice guidance contained within the ITIL (Information Technology Infrastructure Library) framework, although it equally supports other IT Service Management frameworks and approaches including Microsoft Operations Framework and components of ISACA's COBIT framework. This standard promotes the adoption of an integrated process approach to effectively deliver managed services to meet business and customer requirements. For an organization to function effectively it has to identify and manage numerous linked activities. Co-ordinated integration and implementation of the service management processes provides the ongoing control, greater efficiency and opportunities for continual improvement.

Main Areas covered in this standard by QMS.9000

- Defining the Scope
- Planning and Implementing Service Management
- Fulfilling the requirements for a Management System
- Planning & Implementing New or Changed Services
- Defining Service Delivery Processes
- Defining Relationship Processes
- Defining Control Processes
- Defining Resolution Processes
- Defining Release Process

Phase Trainings:

- Introduction to ISO 20000
- Internal Auditing Training on ISO 20000 (ITSMS Lead Implementer)

Applicability:

If your organization provides IT Services and need to strengthen and streamline their IT processes and assets, ISO 20000 is an ideal set of best practices. It is recommended to organizations belonging to IT Sector.

BS 25999: BUSINESS CONTINUITY MANAGEMENT SYSTEM (BCM)

BS 25999, the world's first British standard for business continuity management (BCM), has been developed to help you minimize the risk of a disruption to Continued operations of an organization in the event of a natural or manmade disaster, whether a major disaster or a minor incident, In present day scenario it is a fundamental requirement for any organization.

By helping to put the fundamentals of a BCM system in place, the standard is designed to keep your business going during the most challenging and unexpected circumstances – protecting your staff, preserving your reputation and providing the ability to continue to operate and trade.

BS 25999 has been developed by a broad-based group of world class experts representing a cross-section of industry sectors and the government to establish the process, principles and terminology of Business Continuity Management.

It provides a basis for understanding, developing and implementing business continuity within your organization and gives you confidence in business-to-business and business-to customer dealings. It also contains a comprehensive set of requirements based on BCM best practice and covers the whole BCM lifecycle.

Main Areas covered in this standard by QMS.9000

- Business Continuity Program Definition
- Business Continuity Strategy Identification
- Business Impact Analysis (BIA)
- Business Continuity Plan Documentation
- Risk Assessment
- Business Continuity Program Maintenance & Change Management

Phase Trainings:

- Introduction to BCM
- Internal Auditing Training on BCM

Applicability:

BS 25999 is recommended for organizations belonging to any sector which want to ensure continuation of services in case their original services / operations are interrupted due to any unforeseen incident or disaster. This standard is recommended to be adopted by organizations belonging to the following sectors: Oil & Gas Companies, IT Companies, Call Centers, Data & Data Center Management Companies, Educational Institutes, etc.

3. LABORATORY ACCREDITATION

ISO 17025 (Version 2017): LABORATORY MANAGEMENT SYSTEM

The standard provides best Lab management and technical guidance for a Testing and/or Calibration Lab. Perhaps the biggest difference between other standards and this is, a lab is not certified through a certification body but rather accredited through an accreditation body that are held responsible for the actions of an accredited lab. The standard provides a lab with international recognition and its effective implementation **ensures lab quality assurance to produce Accurate and Precise test / calibration results**. Moreover, the results of accredited labs are accepted worldwide.

Main Areas covered in this standard by QMS.9000

- Development of Mandatory Policies and Procedures based on standard's requirements
- Development of system for environmental controls to ensure near perfect testing areas
- System for Maintenance and Calibration of equipment
- Ensuring use of best available Testing methods (based on best lab practices)
- Application of Internal Quality Controls to ensure higher quality of test and/or calibration results
- Preparation to participate in Inter-lab Comparison / Proficiency Testing Activities
- Development of Purchase Inspection system
- Ensuring acquisition of "right" chemical/solutions/equipment/accessories for the lab
- Control of test/calibration Samples and Certified Reference Material / Standards
- System for Estimation of Uncertainty
- System for Reporting Test results based on Standard requirements
- Application of statistical techniques
- Review and Application of Accreditation Body Policies and related regulatory requirements (based on the lab's business sector)

Phase Trainings:

- Introduction to LMS- ISO 17025
- Estimation of Uncertainty
- Internal Auditing Training on LMS

Applicability:

The standard is applicable on any type any size of **Inspection, Testing and Calibration Labs** that wishes to demonstrate its commitment to **develop Lab Quality Management System to ensure Accuracy and Precision**. Some **recommended sectors** include: Textile, Engineering, Pharmaceutical, Chemical, Food & Beverages, Construction, Oil & Gas, Environmental Labs, and Calibration Labs etc.

ISO 15189: MEDICAL LABORATORY MANAGEMENT SYSTEM

ISO 15189:2007 specifies requirements for quality and competence particular to medical laboratories. This standard is helpful for medical laboratories in developing their Lab Management System and assessing their own competence and for use by accreditation bodies in confirming or recognizing the competence of medical laboratories. ISO 15189 also addresses issues such as the Technical Competence of Personnel, Proficiency Testing, ILC, Standard Test Methods, Estimation of Uncertainty Measurement, Reporting System, Record Keeping, Traceability, Calibration etc.

ISO 15189:2007 is applicable to all Medical laboratories (Chemistry, Hematology, Microbiology, Molecular Biology, Histopathology etc.) regardless of the number of personnel or the extent of the scope of testing activities.

Main Areas covered in this standard by QMS.9000

- Development of Lab Policies and Procedures based on standard's requirements
- Development of system for environmental controls to ensure near perfect testing areas
- System for Maintenance and Calibration of equipments
- Ensuring use of best available Testing methods
- Pre-Examination, Examination and Post Examination Procedures
- Application of Internal Quality Controls to ensure higher quality of test results
- Preparation to participate in Inter-lab Comparison / Proficiency Testing Activities
- Development of Purchase Inspection system
- Ensuring acquisition of "right" chemical/solutions/equipment/accessories for the lab
- Better control of Samples and Certified Reference Material / Standards
- System for Estimation of Uncertainty
- System for Reporting Test results based on Standard requirements
- Application of statistical techniques
- Review and Application of PNAC's Policies and related regulatory requirements

Phase Trainings:

- Introduction to MLMS-ISO 15189
- Estimation of Uncertainty
- Internal Auditing Training on LMS

Applicability:

The standard is recommended for **Medical and Health Care Laboratories**. Sectors: **Clinical Labs, Hospital Labs**

ONSITE TRAINING INDEX
I. CERTIFICATIONS & COMPLIANCES

Code	Training Title	Days
QMS	**ISO 9001:2015: Quality Management System (QMS)**	
QMS-01	Introduction to ISO 9001:2015	**01**
QMS-02	**Advanced training on ISO 9001:2015 (Lead Implementer)**	**02**
QMS-03	Quality System Auditing	**01**
QMS-04	**Quality Management System: Best Practices for Managers**	**02**
EMS	**ISO 14001:2015: Environmental Management System (EMS)**	
EMS-01	Introduction to ISO 14001:2015	**01**
EMS-02	Advanced training on ISO 14001:2015 (**Lead Implementer**)	**02**
EMS-03	Environmental System Auditing	**01**
EMS-04	**Environment & Safety : Best Practices for Managers**	**02**
OHS	**ISO 45001:2018- Occupational Health & and Safety Management System**	
OHS-01	Introduction to ISO 26001	**01**
OHS-02	Advanced Training on OHS (**Lead Implementer**)	**02**
OHS-03	**Latest Safety Practices for Quality Production**	**02**
IMS	**IMS: Integrated Management System based on Quality, Environment & Health/ Safety (QHSE Management)**	
IMS-01	**IMS Foundation: Intro on QHSE** Covering New ISO 9001:2015 , ISO 14001:2015 & ISO 45001:2018	**01**
IMS-02	**Advanced Training Integrated Management System (IMS)** **IMS/ QHSE Lead Implementer Level**: Covering New ISO 9001:2015 & ISO 14001:2015 and its integration with ISO 45001:2018	**03**
FSM	**ISO 22000: Food Safety Management Systems (FSMS)**	
FSM-01	Introduction to FSMS-ISO 22000 **covering FSSC**	**01**
FSM-02	Advanced training on ISO 22000 (**Lead Implementer**)	**02**
L5S	**Lean Management / Manufacturing through "5 S"**	
L5S-01	Introduction to Lean Management / Manufacturing through "5 S"	**01**
L5S-02	Advanced training on Lean Management / Manufacturing through "5 S" (**Lead Implementer**)	**02**

MISC	OTHER ON SITE PROFESSIONAL TRAININGS	
AS 02	**AS 9100: Advanced Training on AS 9100- QMS for Aviation and Defense Organizations (Lead Implementer)**	**02**
IOSH-1	**IOSH- Working Safely** (Introductory Course covering Essentials of Health & Safety)	**01**
IOSH-2	**IOSH- Managing Safely** (Advanced Course for effective of Health & Safety Management)	**05**
HR-01	**Motivation Tools for Job Satisfaction**	**01**
PM-01	Project Management (Foundation)	**01**
PM-02	**Project Management for Managers**	**02**
MM-01	Material & Chemical Handling	**01**
MM-02	Material Management for Managers	**02**
SCS-01	**Supply Chain Security Based on ISO 28001**	**01**
RM-01	**Risk Management based on ISO 31000**	**01**
EM-01	**Energy Management based on ISO 50000**	**01**
SR-01	**Social Responsibility based on ISO 26000**	**01**
C-TPAT	**Customs- Trade Partnership against Terrorism**	**01**

II. LAB ACCREDITATION

Code	Training Title	Days
LMS	**ISO 17025: Laboratory Management System (LMS)**	
LMS-01	Introduction to LMS-ISO 17025: **2017**	**01**
LMS-02	Advanced Training on LMS (**Lead Implementer)**	**02**
LMS-03	Measurement of Uncertainty	**01**
LMS-04	Good Lab Practices	**02**
CAI	**ISO 17020: Conformity Assessment for Inspection (CAI)**	
CAI-01	Introduction to CAI-ISO 17020	**01**
CAI-02	Advanced Training on CAI (**Lead Implementer**)	**02**
MLMS	**ISO 15189: Medical Laboratory Management System (MLMS)**	
MLMS-01	Introduction to LMS-ISO 15189	**01**
MLMS-02	Advanced Training on MLMS (**Lead Implementer**)	**02**

III. INFORMATION SYSTEMS

Code	Training Title	Days
IS	**ISO 27001: Information Security Management System**	
IS-01	Introduction to ISO 27001	**01**
IS-02	Advanced Training on ISMS-ISO 27001 (**Lead Implementer**)	**02**
IS-03	Risk Management (based on ISO 27001 & Code of Practice)	**01**
IS-04	**Information Security for Managers**	**02**
BC	**Business Continuity Management (BS 25999)**	
BC-01	Introduction to BCMS	**01**
BC-02	Advanced Training on BCMS (**Lead Implementer**)	**02**
BC-03	**Business Continuity and Risk Assessment for Managers**	**02**
IT	**ISO 20000: Information Technology Services Management System**	
IT-01	Introduction to ISO 20000	**01**
IT-02	Advanced Training on ISO 20000 (**Lead Implementer**)	**02**
IL	**ITIL-Information Technology Infrastructure Library**	
IL-01	ITIL V.3 Foundation	**02**
SS	**CISSP: Certified Information Systems Security Professional**	
SS-01	CISSP CBK Review	**05**
HF	**Computer Hacking Forensic Investigator**	
HF-01	Computer hacking forensic investigator	**03**
CS	**CISM: Certified Information Security Manager**	
CS-01	CISM Boot Camp	**05**
EH	**Ethical Hacking & Pen Testing (hands on , lab intensive)**	**03**
ITIL	**Information Technology Infrastructure Library**	
ITIL-01	ITIL V3 Basic	**01**
ITIL-02	ITIL V3 Essentials	**02**
ITIL-03	ITIL V3 Boot Camp	**04**

IV. Six Sigma and Focused Improvement Tools

Code	Training Title	Days
SF-01	**Six Sigma Black Belt ***	**15**
SF-02	**Six Sigma Green Belt***	**05**
SF-03	**Six Sigma Yellow Belt***	**03**
SF-04	**Six Sigma Champion***	**01**
SF-05	Implementing Statistical Process Control	**01**
SF-06	Understanding and Measuring Process Performance	**01**

***** *Internationally Accredited Training Certification by Council of Six Sigma Certification (CSSC) USA*

Note: Detailed training contents can be down loaded from our web site www.qmsiso.com

FOR DIRECT FEEDBACK

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