

ASSURANCE SOLUTIONS

# **BUILDING CONFIDENCE THROUGH VISIBILITY**

Management Systems Auditing Services

**intertek**

Total Quality. Assured.



# Total Quality. Assured.

For more than 130 years, companies around the world have depended on Intertek to ensure the quality and safety of their products and processes. Intertek is your global partner for helping protect your business and brand, providing the global reach and expertise that today's international marketplace demands.

Our global reach and local presence in more than 100 countries means we can deliver innovative, customized commercial and compliance solutions everywhere you do business.

## YOUR PARTNER IN A CHANGING WORLD.

Competition in today's global business is unforgiving. Every aspect of your business is under the spotlight, and every new market and regulatory change brings new rules and requirements that you must meet.

It's now widely recognized that auditing can provide assurance of a company's compliance with these market requirements. What is not as well-known is that auditing can also be used as a valuable tool to strengthen your business. An audit will give you the validated information you need to make informed business decisions on everything from product quality and safety to managing reputation risk associated with social, environmental and security issues.

Regular audits are the key to pro-actively improving your operations: mitigating risks, identifying cost savings, opening access to new markets, and developing stronger internal systems. When you're confident that your business is running smoothly and efficiently, you can focus your efforts on what matters most – achieving greater success.

With Intertek providing validation of your products, processes, and operations, you can be assured that your reputation is in safe hands. Our global network of over 1,000 expert auditors, utilizing our local knowledge of the industry, delivers innovative, customized auditing solutions everywhere you do business – and wherever your business may take you.

Intertek can conduct independent audits of your own organization (third-party), or audit other businesses on your behalf (second-party). Our client-focused services range from verifying individual processes, to third-party certification of management systems, to full supply chain support and development. These are supplemented by training and business solutions that can be customized to your requirements.

Our services continually evolve according to the changes in your requirements, to ensure we continue to meet your needs at every step of the supply chain.

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# Business Assurance Services

Management systems auditing helps you find and implement best practices for continual improvement.

Intertek's comprehensive auditing and certification services give you the tools you need to evaluate and continually improve your business processes. With a high level of technical expertise and a customer-focused approach, we provide insights that add strategic value to your business.

As an accredited third-party registrar, we provide independent verification that

your management system is effective in achieving your business objectives, while also certifying that it meets internationally-recognized standards such as ISO 9001, ISO 14001, OHSAS 18001, and much more.

Our internal audit, second-party supplier audit, and Performance Model process analysis services will help you pro-actively monitor performance while saving valuable time and money.

Additionally, as one of the top providers of IRCA registered auditor training in the

world, we offer classes and seminars that are designed by practicing auditors to share best practices and new industry requirements in management systems certification.

By partnering with Intertek, you can leverage the knowledge and expertise of one of the most experienced certification bodies in the industry.



# Supply Chain Assessment and Compliance Programs

By examining your suppliers' capabilities, systems, management, and operating procedures, you can ensure that they understand and meet your quality specifications.

Intertek has developed the next generation in supplier assessment standards and support tools to help brands, retailers and suppliers better manage reputational risk, save cost, measure performance, communicate results and improve compliance performance against industry benchmarks. Our suite of proprietary supplier assessment standards and web-based Industry Community Programs provide powerful, cost-effective solutions to ensuring compliance and monitoring supply chains, such as:

## **Intertek Supplier Profile**

Intertek operates an online sourcing community matching Intertek-verified

buyers and suppliers, allowing them to enter business relationships and import with confidence. Each supplier has a "living" profile providing independently confirmed information on its capacity, capabilities, and business credentials.

## **Workplace Conditions Assessment (WCA)**

The WCA standard is focused on improving working conditions. It evaluates facility workplace conditions and puts performance into perspective by benchmarking against sector, country and global averages.

## **Supplier Qualification Program (SQP)**

The SQP standard provides factories with a technical audit to improved controls and processes for managing the quality and safety of consumer products. It incorporates elements of Good Manufacturing Practice, Risk Assessment and ISO principles,

supported by product-specific modules for softlines, toys, footwear, furniture and hardlines. Facility performance is benchmarked against sector, country and global averages.

## **Global Security Verification (GSV)**

With over 14,000 verified suppliers, GSV is the world's largest supply chain security community. It enables voluntary participation among factories to demonstrate compliance to:

- C-TPAT – Customs Trade Partnership Against Terrorism in the US
- PIP – Partners in Protection in Canada
- AEO – Authorized Economic Operators in the EU

Facility performance is benchmarked against sector, country and global averages.

A leading medical device manufacturer recognized that it could become more efficient by consolidating its multiple management systems into a single, global system certified by one certification body. They selected Intertek as their corporate registrar because, along with the expertise and global reach they required, we can provide creative auditing solutions while still following strict regulations. Intertek provides the client with a specialized audit program, coordinated through a single point of contact, that has given them the tools to fully integrate their global processes. As a direct result of these efficiencies, our client has saved 45% on their annual auditing costs.

# Environmental & Sustainability Auditing and Certification

Environmental compliance is vital if your business is to be competitive today and remain so tomorrow.

Seeking to implement a formalized sustainability measurement program, a leader in consumer, professional and industrial products marketed to the home improvement, hardware, and construction industries turned to Intertek for a solution. Since 2009, this customer has used Intertek's Think Green Initiative (TGI) audit program to continuously improve and benchmark environmental performance.

Using Intertek's TGI program, the company decreased its carbon output by more than 4,000 tons per year, while also reducing operational costs. As a result, the company achieved a high performance score of 85 against a global average of 54, and was the first global manufacturer to be awarded the Think Green Initiative Achievement Award.

Intertek's wide range of auditing services supports your environmental and sustainability initiatives:

## Independent Verification and Certification

Intertek can verify your products and processes against internal and existing environmental standards to help measure and improve environmental impacts. Areas of focus include carbon and water footprint calculation and reduction, energy management, waste management and recycling, and green building efficiencies, as well as other sustainability initiatives. Additionally, our third-party data verification services ensure the credibility of your corporate environmental and sustainability reporting.

## QC 080000 / Restricted and Controlled Substances Management Auditing

The QC 080000 specification helps manufacturers of electrical and electronic products and components implement a Hazardous Substance Process Management (HSPM) system. Intertek also audits to other industry-specific Restricted Substances Management standards, which support the introduction of cost-effective process approaches to provide record of compliance with global hazardous substance control directives and customer-specific requirements.

## Think Green Initiative (TGI)

Intertek's TGI program is designed to help you evaluate, benchmark, monitor, improve, and showcase your organization's environmental performance. TGI consists of eight assessment modules that will help you reduce costs, improve material efficiency, and implement best practices in green manufacturing.

## Eco-Management System™

Intertek's Eco-Management System™ can be set up to manage and track your environmental program activities, progress, and KPIs.

## Intertek's Green Leaf Mark

Intertek's Green Leaf Mark is applied to proof that a company's environmental or sustainability management system has been independently verified to support compliance to environmental, company- or customer-driven requirements.

## Energy Management Systems - ISO 50001

ISO 50001 establishes a framework for industrial plants, commercial facilities, or entire organizations to manage energy. According to ISO, the standard could influence up to 60% of the world's energy use, with broad applicability across national economic sectors.

Intertek is fully accredited to offer third-party certification to the ISO 50001 standard by the Swedish Board for Accreditation and Conformity Assessment (SWEDAC). Since 2006, we have provided certification to EN 16001 and the Swedish national energy management standard. We are able to bring this experience to all of our clients globally, while leveraging our extensive expertise in the related standards ISO 9001 and ISO 14001.



# Corporate Social Responsibility (CSR) Auditing and Certification

CSR practices help you ensure good working conditions and implement sustainability across the organization.

Intertek, as your trusted partner in social accountability, is committed to honoring the ethical values and respect of all stakeholders and communities, as well as the natural environment. We can successfully validate your code of conduct, business processes, communication plans, and people to both ensure and improve social conditions over a planned and structured timescale. Intertek conducts an array of CSR audits and certifications including SA 8000, BSCI, SMETA, ICTI, WRAP, ICS and WCA.

With an emphasis on not only high quality and safety standards for the products it sells, but also strict social and environmental standards, a large Swiss retailer sought to implement corporate social responsibility (CSR) practices throughout its global supply

chain. In 2009, the retailer selected Intertek to support the company's quality management initiatives related to bio-textile safety, regulatory, quality and performance standards, as well as CSR practices throughout its supply chain.

As part of Intertek's CSR audit program, our local auditors visit the company's supplier factories in India and Tanzania to observe and evaluate working conditions, the workers' wages and work-flow safety measures to they meet both the company's and regulatory standards. Intertek's auditors also evaluate production capabilities and standards including assessments of machinery and any contracts with third-party manufacturing companies. Intertek's CSR audits ensure compliance throughout the global supply chain.



# Sector Specific Solutions

## **Aerospace: AS9100 Series Auditing and Certification**

In the highly-regulated aviation, space, and defense industries, compliance with quality management system (QMS) standards is a mandatory step that must be completed in order to be considered a qualified supplier. Intertek's certification of your QMS to AS9100/EN9100, AS9003, AS9110, or AS9120 provides you with the credentials needed to pursue new business opportunities, both domestically and internationally.

## **Automotive: IATF16949 Auditing and Certification**

Your management system's certification to IATF 16949 will help you reduce the complexity and overhead required to administer separate proprietary programs for individual customers. Intertek's deep expertise and long history of leadership in the automotive industry helps us deliver a truly efficient and cost-effective auditing solution.

## **Biomass and Biofuel: Sustainability Certification Services**

Intertek offers certification to the ISCC, 2BSvs, and RSPO standards for compliance with European Union (EU) sustainability requirements for biomass and biofuels. This certification enables companies to continue and increase their business opportunities in the EU market for sustainable products in the fuel, food, and chemical sectors.

## **Business Continuity and Risk Management**

Intertek offers certification services to help your organization maintain critical business functions in times of disaster. This includes how to plan, establish, implement, operate, monitor, review, maintain and continually improve a documented management system in order to prepare for, respond to and recover from disruption. We are currently in the final stages of upgrading our existing BCM program based on BS25999 to the new requirements of ISO 22301.

## **Food Safety: Auditing and Certification**

We are an internationally recognized certification body for food safety programs, including Global Food Safety Initiative (GFSI) endorsed schemes, such as the Food Safety System Certification (FS22000), British Retail Consortium Food Standard (BRC), International Food Standard (IFS) and Safe Quality Food (SQF). In addition, Intertek offers certification specifically related to the methodology of farming, including organic certification and have become an integral part in the global True Source Honey initiative, to certify whole chain traceability and sustainability of ethically sourced, fairly traded honey.

### Health & Beauty: GMPC Audits

As the cosmetic industry continues to experience a surge in technological advancements and improved quality procedures, brands are tightening supplier requirements of factory hardware, facilities, environment, hygiene, personnel, and management systems. Intertek offers Good Manufacturing Practice of Cosmetic (GMPC) audits according to standards such as ISO 22716.

### IT: Service and Information Security Management Systems Certification

We can provide you with competitive advantage by assessing and certifying the quality and safety of your systems, processes and products. We can also confirm the appropriateness and integrity of your production and distribution methods. We offer global quality and safety solutions and best practices for every aspect of your business, from field to fork.

### Laboratory: Evaluation and Benchmarking Services

Our laboratory productivity and measurement consultants evaluate your laboratory infrastructure and apply benchmarking criteria. The application of proven methodologies in a laboratory benchmarking study assures that you will have the right information to make intelligent decisions.

### Manufacturing: Clean Room Validation

Our in-depth and detailed assessment of clean room conditions includes establishing defined control limits, developing monitoring programs, and documenting all results.

### Medical Devices: Regulatory Review Services

We provide a full suite of expert third-party solutions to regulatory compliance, including Notified Body technical file reviews for CE Marking, 93/42/EEC (MDD), and pre-market reviews.

### Oil & Gas: Hydrocarbon Accounting Audits

We audit the allocation, laboratory, sampling, metering, and expenditure processes of companies in the oil and gas industry, to determine their compliance with regulations such as the Sarbanes-Oxley Act, and speed-to-market benefits that our client had targeted to secure their commercial position and provide them with the capacity to expand further.

### Pharmaceutical: GMP Validation

With our in-depth knowledge of industrial processes, good manufacturing practices, and total quality management, together with our extensive international network of pharmaceuticals experts, we can help you achieve conformance to GMP guidelines.

### Textiles: Mill Qualification Program and Sandblasting Assessment & Management

Intertek's Mill Qualification Program (MQP) provides leading suppliers and brands with a new operating environment, integrating sustainability considerations with continuous improvement in the quality performance of fabric mills. The MQP has emerged as the perfect tool for evaluating, benchmarking, and monitoring mills' performance.

Intertek's Sandblasting Assessment & Management program provides an effective assessment program regarding the impact of sandblasting at denim production facilities to both safeguard workers and manage risk. Through this program, Intertek looks at sandblasting alternatives, preventative measures to reduce health risks for workers, hazardous materials management process(es), and proper trainings.

One of Europe's largest organic commercial caterers sought to have its processes audited and certified by an independent third party. They chose Intertek as their provider of GCP certification because we share the same commitment to food quality and safety. Through the audit and certification process, our client optimized their internal processes to address criteria such as personal hygiene, conditions of storage, waste management, and temperature control in facilities. With the Intertek GCP mark as evidence of food safety, the schools, businesses, and restaurants that work with our client can be assured that their fresh and healthy meals were inspected along the entire process of preparation



## Quality and Safety Assurance Inspection

**QC/QA processes help you to monitor and evaluate product quality and safety.**

Through on-site surveillance inspections and detailed process reviews, our global network of QC/QA experts can determine if your materials, components, and products meet industry and government regulations, as well as any explicit guidelines you have requested.

We evaluate production capabilities and standards including assessments of machinery and any contracts with third-party manufacturing companies. Intertek's CSR audits ensure compliance throughout the global supply chain.

## High-Risk Industry Safety Assessment and Training

**Governmental agencies and clients are requiring suppliers in high-risk industries, such as oil and gas and mining, to implement and maintain increasingly robust safety processes and procedures.**

Intertek can prepare your employees to clearly know the safety processes they need to implement, as well as assess and coach individuals directly on their work site to ensure employees are competent to perform their roles

productively and safely. Our Safety Culture Assessment tool targets key priority needs, and our Operational Performance System tracking tool measures immediate success and tracks actions for sustainability.

The services that Intertek provides meet the needs of all kinds of organizations working in the widest range of fields, markets and geographies. Whatever safety or quality issues you face, we have the flexibility and the experience to deliver the right solutions for your business.

A list of the services we offer and the sectors that we serve within each industry area, as well as our cross-industry services, can be found below.

**In summary, we offer:**

- **Testing services** to help you protect your reputation
- **Inspection** services to help you manage risk
- **Certification** services to help you reach new markets
- **Outsourcing** services to help you focus on core activities
- **Training** services to help you improve your performance
- **Assurance** services to help you meet expectations

# Intertek - The Mark of Quality

For more than a 130 years, Intertek has guided clients through the challenging certification process. Offering the broadest range of certification and accreditation marks accepted in markets around the world, Intertek can help clients to succeed in new and existing markets, meet evolving regulatory requirements and win new customers.



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