



ABOUT SGS

ISO 9001:2015 QUALITY
MANAGEMENT SYSTEM

A PRACTICAL APPROACH TO QUALITY MANAGEMENT

ISO 9001 QUALITY MANAGEMENT SYSTEMS AUDIT, CERTIFICATION & TRAINING SERVICES

WHEN YOU NEED TO BE SURE

SGS

ABOUT SGS

LEADERSHIP AND INNOVATION SINCE 1878

1878

SGS transformed grain trading in Europe by offering innovative agricultural inspection services.

1913

Become leader in grain inspection (21 million tons).

1928

The company had grown internationally, with offices and affiliates in 21 countries around the world.

1950

80% of the company's revenue still came from its core Agricultural Services business.

1981

SGS was listed on the Swiss Stock Exchange.

TODAY

SGS celebrates more than 130 years in the business.

1919

Adopted the name it carries today, Société Générale de Surveillance.

1946

Begun inspection of European imports.

1980

The company now had 113 offices, 57 laboratories and 9,500 employees working in over 140 countries around the world.

SINCE 2000

Listed more than 160 acquisitions.

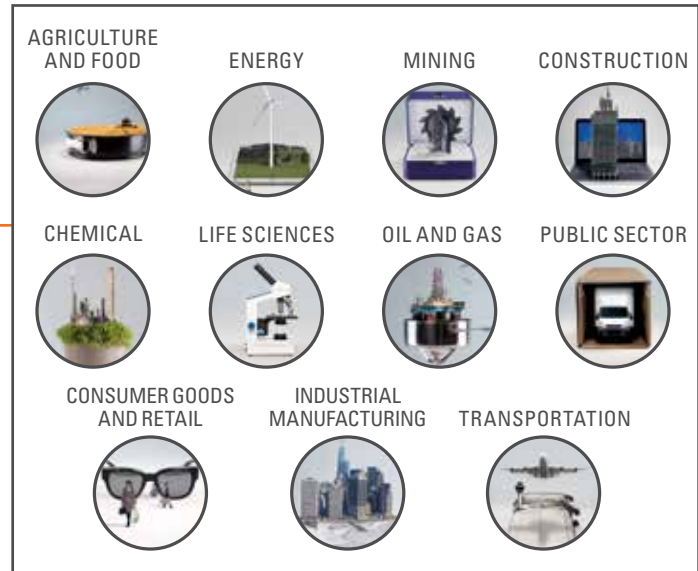


**90,000
EMPLOYEES**



**2,000
OFFICES & LABORATORIES**

OPERATING ACROSS A WIDE VARIETY OF INDUSTRY SECTORS



SGS BUSINESS BENEFITS

- Deliver innovative solutions and services that transform our customers' operations.
- Enhance processes, systems and skills.
- Offer solutions and services fundamental to ongoing success and sustained growth.
- Enable continuous improvement.
- Improve our customers' operations, meet their stakeholder requirements and manage their sustainability and social responsibility needs.
- Transform our customers' value chains.



**200,000
CUSTOMERS**



**165,000
ISSUED CERTIFICATES**

- 1,150 offices & laboratories; 36,900 employees in **Europe, Africa & Middle East**
- 450 offices & laboratories; 21,600 employees in **Americas**
- 400 offices & laboratories; 31,500 employees in **Asia Pacific**

ISO 9001:2015 Quality Management System certification enables you to stand out from the competition. It demonstrates your commitment to meeting the highest standards of quality and customer satisfaction and supports you in continuously improving your quality management systems.

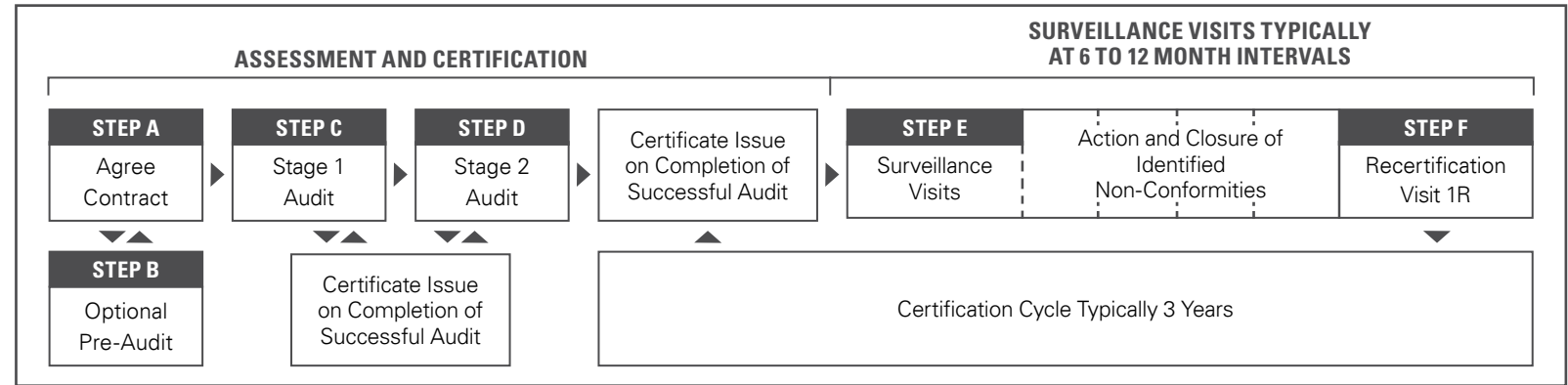
It is based on the principles of:

- Customer focus
- Leadership
- Involvement of people
- Process approach
- Organizational context
- Continual improvement
- Fact-based decision making
- Risk-based thinking

RELATED SERVICES

- ISO 9001 training (all levels of ability and awareness). Please view the worldwide course schedule at www.sgs.com/training
- ISO 9001 Gap Assessment: Assesses readiness for certification
- Integrated Management Systems Certification: Audit solutions against bespoke quality performance criteria
- Process Improvement solutions

HOW THE CERTIFICATION PROCESS WORKS



- STEP A - Tailored proposal from SGS.
- STEP B – Optional ‘pre-audit’ of readiness and weaknesses.
- STEP C – Formal audit ‘Stage 1 – Readiness Review’. Documents and other key system elements are evaluated and non-compliances reported.
- STEP D – ‘Stage 2’: interviews, examination of records and observation of working practices. Non-conformances are addressed.
- STEP E – Surveillance visits to check the system and action plan implementation.
- STEP F – Re-certification audit after three years.

5 KEY BENEFITS



Increased emphasis on leadership engagement



Use of simplified language and common structure and terms



More user-friendly for service and knowledge-based organisations



Structured manner of addressing organisational risks and opportunities



More effective approach to supply chain management

WHY SGS?

SGS is the world’s leading inspection, verification, testing and certification company. SGS is recognised as the global benchmark for quality and integrity. With more than 90,000 employees, SGS operates a network of over 2,000 offices and laboratories around the world.

Enhancing processes, systems and skills is fundamental to your ongoing success and sustained growth. We enable you to continuously improve, transform your services and value chain by increasing performance, managing risks, better meeting stakeholder requirements and managing sustainability.

With a global presence, we have a history of successfully executing large-scale, complex international projects. Our people speak the language, understand the culture of the local market and operate globally in a consistent, reliable and effective manner.

To learn how SGS can help your organisation with ISO 9001:2015 visit www.sgs.com/ISO9001-2015transition or contact sustainable-development@sgs.com for more information.

WWW.SGS.COM

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