



ISO 9001:2008 certification

A step up to higher quality

Why certification makes sense

Successful organisations are distinguished by the high quality of their products, services and processes. One reason for their success is that customers have become increasingly quality-conscious and demand such high quality standards. The quality of an organisation's performance can be monitored and optimised by means of a quality management system (QMS).

ISO 9001 is the internationally recognised QMS standard – and, globally speaking, the most frequently applied standard. ISO 9001 can help any kind of organisation to improve customer satisfaction, motivate employees and promote a culture of continual improvement.

ISO 9001 is based on eight quality-related management principles:

- Customer orientation
- Managerial responsibility
- Involvement of all employees
- Process-oriented approach
- System-oriented approach to management
- Continual improvement
- Fact-based decision making
- Mutually beneficial supplier relationships

How you can benefit

If your quality management system is certified to ISO 9001, you can enjoy the benefits of:

- Cost savings
- Continual quality assurance
- Enhanced customer satisfaction
- More motivated employees
- Enhanced reputation
- Reduced risk of errors
- More efficient processes
- Increased competitiveness

GL: your partner for smooth certification

There are good reasons why it makes sense to choose GL for ISO 9001 certification. GL is renowned for the high quality and reliability of its auditors and surveyors. The advantage for you is that an ISO 9001 certificate from GL is a seal of approval for your quality standards. What's more, GL's many years of experience ensure you enjoy a flexible and absolutely professional service.

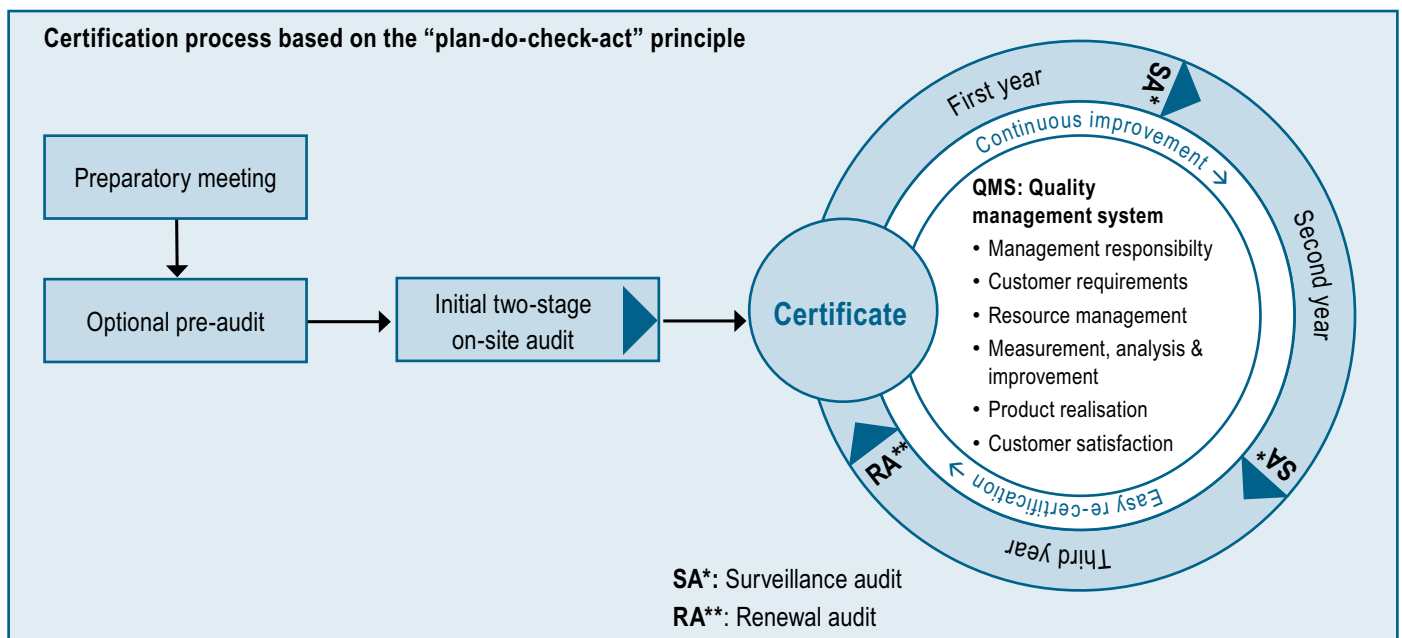
Since GL is equally at home in the maritime sector and in industrial services, you can profit from our customised know-how. Thanks to a global network of over 200 site offices and stations GL has the local expertise to respond to your specific needs and can deal with your certification request quickly and efficiently. So you save time and money in obtaining ISO 9001 certification.



How certification with GL works

The ISO 9001 certification process is based on the “plan-do-check-act” principle and usually involves the following steps:

- **Preparatory meeting:** definition of certification field
- **Optional pre-audit:** gap analysis and evaluation of your current degree of standard fulfillment
- **Initial two-stage on-site audit:**
 - **Stage 1:** completeness review to verify the status of your organisation for certification
 - **Stage 2:** evaluation of implementation, including the effectiveness of your management system
- **Evaluation of QMS and certification:** a certificate valid for three years is issued if results of Stage 2 audit are satisfactory
- **Surveillance audit:** every 12 months to verify that the management system still comes up to standards and to monitor on-going improvement
- **Re-certification:** after three years to confirm the on-going conformity of the entire management system



One-stop shopping at GL

GL provides certifications for a broad range of standards as **environmental management system (EMS) to ISO 14001, occupational health and safety performance to OHSAS 18001, Clean Development Mechanism (CDM) or EN 9100 (Aerospace)** between other recognized international standards with accreditations in several countries.

Furthermore, GL Academy's modular system offers you a **complete range of training courses** to help you start your certification process and further improve your day-to-day operations. Why not save yourself time and effort by taking advantage of our one-stop shop!