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CERTIFICATION

Standardisation, even though it may be considered as a constraint, remains necessary for giving value to the quality of products and the company in the eyes of its clients. On the national territory, certification of a product facilitates the winning of confidence of the consumers and enables a company to distinguish itself among its competitors. As for the foreign markets, the companies are more and more confronted with technical norms. Certification is one of the steps by which a third party gives a written assurance for the product. This certification is applied after obtaining results of analyses, checks and technical audits. This last aims at giving confidence to the clients and improving the image of your company.

WHAT IS ISO ?

International Standards Organisation is the World Federation which was created in 1947. The development of Standardisation is the prime objective of ISO. The negotiations which took place within this organisation gave birth to norms that are recognised in a large number of countries. The ISO norms today cover all the fields, except engineering and electronics, which belong to the scope of CEI. The ISO was created with the objective of creating valid norms on an industrial scale and applicable at the international level and create a unique trade and business language. The ISO maintains working relationship with National Organisations. Hence, collaboration between CEN and ISO allows, for instance, certain norms to be as much recognised on the territory of EEC as in some third countries

HOW TO GO ABOUT THESE? WE CAN HELP!

The normative procedure presumes before anything else an identification of different fields of prescriptions which concern the product and a search for technical norms corresponding to the targeted markets/contracts. The National Institution publishes catalogues of norms and standards which can be consulted and offers a primary approach to standardisation. After research for getting information, the next step consist in studying seriously different texts and evaluating the project of standardisation. Then the product is developed as per the norm or standard defined and then technical modifications are made in order that the product conforms to the norms. Finally, the company develops a file on standardisation and submits its products to the tests of the controlling institution in the target country or to a local laboratory authorised to deliver certificate to the target country

.As for the quality procedure (ISO 9000), it is different because the ratification concerns directly the company in question; it is going to demonstrate the conformity and mastery of the quality system in the company. The company is going to be subjected to an identification questionnaire which will give rise to an audit contract.

The certifying institution carries out audit and sends the report to the company. The file will then be examined and as per the result of the audit the certificate will be delivered to that company

ISO 9000 : A WORLD NORM

The International Standards Organisation today has to its credit 9300 international norms which are classified into nearly 200 different fields. Although the majority of the ISO norms are applicable on an international scale the ISO 9000 norm is recognised throughout the world for validating quality. The ISO 9000 does not directly concern quality of products, but it sets up a quality system in the manufacturing industries or in service undertakings. Obtaining the ISO 9000 norm demonstrates to the clients the mastery achieved in the processes used for manufacturing products.

The ISO 9000 norms are closely connected to quality of products, but they certify only the quality system in a company. This quality procedure is very much appreciated in the mutual relationship of companies. It inspires confidence among trade and business partners and satisfies the requirements of orders. The ISO 9000 creates the possibility of distinguishing oneself in competition and it facilitates international trade and exchange. At present, the ISO 9000 is adopted by 70 countries in the world.

ISO 9001 ensures the quality of activities ranging from designing to after-sales service.

The **ISO 9002** refers to the same activities except for the phase of designing.

The **ISO 9003** ensures quality relating to its control and final testing.

quality management

environmental
management

project management

hotel management

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conference and
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