



What does the Quotation & Proposal include?

The Quotation & Proposal normally includes the cost of the onsite Consultancy visit, Documentation, Support & Audit. This is termed within our Quotation & Proposal as:

Stage 1 - Pre-assessment & Consultation.

Stage 2 – Documentation and Support.

Stage 3 – External Audit.

How do I pay for it?

Your ISO Quotation & Proposal is a fixed fee and payable in 3 easy instalments for your convenience and ease of budgeting.

1st Payment (1/3rd) on order. 2nd Payment Prior to release of your bespoke documentation and 3rd Payment Prior to your Audit or within 6 months of first visit, which ever is the soonest.

If we have several companies that require ISO certification, can these all be covered by one certificate?

Individual *legal entities* require separate ISO certification.

How long will the whole process take?

3 month's comfortably, depending on how much time can be dedicated to the implementation of your chosen systems. However it has been achieved in 1 week, with some asserted effort, and has also taken some organisations over a year, due to work load commitments. It all depends on the time and resources you have available and the drive to become compliant to the standard(s). WE ALWAYS WORK AT YOUR PACE.

Who should the Consultant see on their visit?

The person/s nominated by your company to implement the ISO standard/s and personnel who have a good insight into your business activities overall with the authority to report to senior management.

What happens when the Consultant visits to do the Pre-Assessment and Consultation?

During a very interesting and enlightening question and answer session, your Dedicated Consultant will gather all the information required to create the key documentation for your company and its unique process. Your Dedicated Consultant will identify any gaps in your existing management system and support you in filling them.

What Processes will the Consultant check for?

They will be checking your operational process, for instance, to see that your orders are managed in such a way that at each stage orders are traceable and that there is accountability throughout the process so you are able to pin point where, how and why things have gone wrong – if they do go wrong. Also they will be looking for several mandatory procedures that are required to ensure conformity to the standards. Don't worry if you haven't got them in place. It's our job to do that for you. For example, do you have a complaints procedure in place and how does it work?

How long will the Stage 1 Pre-Assessment and Consultation take?

Stage 1 is usually completed on one day. However, it can take longer depending on the size of the organisation and number of standards required. We will give you a clearer idea of this time when we book your appointments.



Answers Continued

Do I have to put together the manual and Policy?

No, your Dedicated Consultant will do this for you along with all required mandatory procedures and will also supply you with any forms you may need. All this is emailed to you after the Pre-Assessment stage.

What if I have any questions during the implementation of the systems?

There is telephone and email support from your Dedicated Consultant throughout the whole process. You also have full support from the office team at UKICM. Remember: If you're not sure just ask..... No question is a Silly Question!

What happens if we get delayed in the process due to work loads or staff issues?

As part of our Dedicated Support Service we will occasionally contact you to offer support with the implementation of your systems and give clear guidance and encouragement to get the job done.

Do you use independent auditors from Accredited Certification Bodies?

Yes, we only use Independent Auditors from Accredited Certification Bodies, primarily ASCB(E), AIUK and occasionally UKAS if required.

Will our company go on a global register?

Yes, and this will be verifiable on line from anywhere in the world.

Is the Consultancy Company UKICM Accredited?

Consultancy companies do not become Accredited. This is the requirement for any bona-fide Certification body. However, UKICM's auditing arm is accredited to AIUK.

What does the Auditor do?

The Independent Auditor will check your company's documentation and ensure the processes you have implemented are working appropriately. They will also look for evidence to back this up including internal audits, management meeting minutes, training logs and supplementary records etc

What if I fail the audit?

In the unlikely event that there are any major non-conformances, you will agree a set amount of time with the Auditor to correct them. As before, UKICM will be on hand to help you do this....Remember you are never alone. Once sorted you will email the required evidence to the Certification Body for review and the audit will be complete and certification issued.

Do we need to be audited each year to keep Certification?

You are required to keep your chosen systems maintained from year to year to prove you are working to the standard. Regular up-keep is simple, if time is allotted, and will ensure on going mandatory Surveillance Audits go well.

Do I have to stay with the same audit company for the annual surveillance audits?

You are not obliged to stay with any one certification body. However once you have passed the Certification Audit it is very rare for organisations to swap.

Remember

No Question is a Silly Question.. If your not sure, Just Ask UKICMand its free 0800 678 3694