



SELECTING YOUR REGISTRAR – a partner for life

ARE YOU READY?

Before inviting a registrar to conduct an assessment of your company's system, you need the results of internal audit and other records that demonstrate the effectiveness of your management system including:

- Policy understood (applied) at all levels,
- The system documented and used by qualified employees to prevent defects,
- Planning to ensure the system is right for every customer/product/project/service,
- Services within scope of the system designed to fulfill customer needs,
- Essential information controlled to be valid and readily available,
- Capable subcontractors and competent employees trained to meet needs,
- Verification records reviewed and used to prevent significant problems,
- Action taken to stop complaints and other significant problems from recurring,
- Actions from data analysis to make the system and processes meet objectives, and
- Top managers reviewing and improving the performance of the system as necessary.

Organizations use our consultants, trainers and our website to develop their systems. Our website describes the people>processes>system approach as used successfully by our clients since 1986.

REGISTRAR SELECTION CRITERIA

1. Independence – No part of your system should depend on the Registrar for its conformity. Only a 100% impartial assessment (with no prior involvement) by an accredited and well-respected registrar can impart the level of confidence demanded by discerning customers. Anything less risks devaluing your certificate in the minds of your customers.
2. Accreditation – Make sure your registrar is accredited *twice*, as a registrar and for your industry.
3. Seeking evidence of conformity – Ask if the registrar welcomes your own market-driven interpretations of the system standard(s) or do they impose their canned interpretations? Do they take responsibility for seeking evidence of conformity and for agreeing any nonconformity?
4. Respected by your customers – Make sure your registrar is well respected by your existing (and potential) customers. Ask your short-listed registrars to provide evidence that they promote their good name and brand to your customers. Remember that you are making a long-term marketing decision.
5. Travel expenses – Auditors may live a long way from your facilities so watch travel expenses. You may be able to negotiate lump sum or daily fees inclusive of expenses. Ask about the reduced auditor days needed to maintain the accredited certification of mature systems over 3 years old.

INDEPENDENT ADVICE FROM OUR CONSULTING AND TRAINING

Some ISO consultants receive cash for pushing their clients to their registrars. This is wrong, as it is counter to the interests of clients paying for consulting and training.

We're not beholden to any Registrar so we impartially guide our clients in selecting the partner for life. As independent management system consultants and certified trainers of system auditors since 1986, we are a source of truly independent advice.

Please email info@aworldofquality.com or call **800 666 9001** or **800 97 14001**.