



TQCS International & TQCSI (USA)

Capability Statement

TQCS INTERNATIONAL PTY LTD

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www.anab.ansi.com



www.jas-anz.org/register



- **TQCS International** is a fully accredited certification body for third-party certifications of management systems

- **TQCSI (USA)** is a third-party certification body providing management systems certification services on behalf of **TQCSI**.

- We are **IAF** accredited through both **ANAB** and **JAS-ANZ**. Our scope of accreditation through JAS-ANZ is unlimited.

TQCSI PTY LTD, commenced operations in 1995 and currently operates out of 35+ offices with 10,000+ certifications issued in 40+ countries throughout Australia, Asia, the Middle East, Africa, Europe, the Pacific and North America.

TQCSI is the largest JAS-ANZ accredited certification body in the world, providing certification to ISO management system standards, including Quality, Environmental, Safety, Food Safety, Asset Management, and Information Security.

TQCSI is accredited by ANAB for certification to the Aviation, Space & Defense (ASD) Standards.

TQCSI certifies clients to the HACCP Code, QHSE Code, Information Security Code, HR Compliance Code and Small Business Quality Management Code, all developed and published by TQCSI.

TQCSI is regarded as the most professional certification body in the world.

TQCSI (USA) LLC, commenced operations in 2020 out of Houston, Texas, USA, as the regional office of North America to TQCS International.

TQCSI (USA) is exclusively US owned, operated and 100% woman-owned business. Our mission is to offer both organizations and auditors significantly higher satisfaction in the USA market, while providing international certification services of management systems, by providing maximum service value with the edge of competitive price points.

TQCSI (USA)'s USP approach is simple, it is to focus on and build a long lasting, prosperous, and triumphant partnership with TQCS International, which directly correlates to ensure our vision adds value to our customer's organization by solidifying their business strengths, success, and most importantly by increasing the value they bring to their customers.



TQCS International & TQCSI (USA)

CONTINENTS

Across Five
Continents

COUNTRIES

40+

REGIONAL OFFICES

27+

BRANCH OFFICES

8

CERTIFICATES

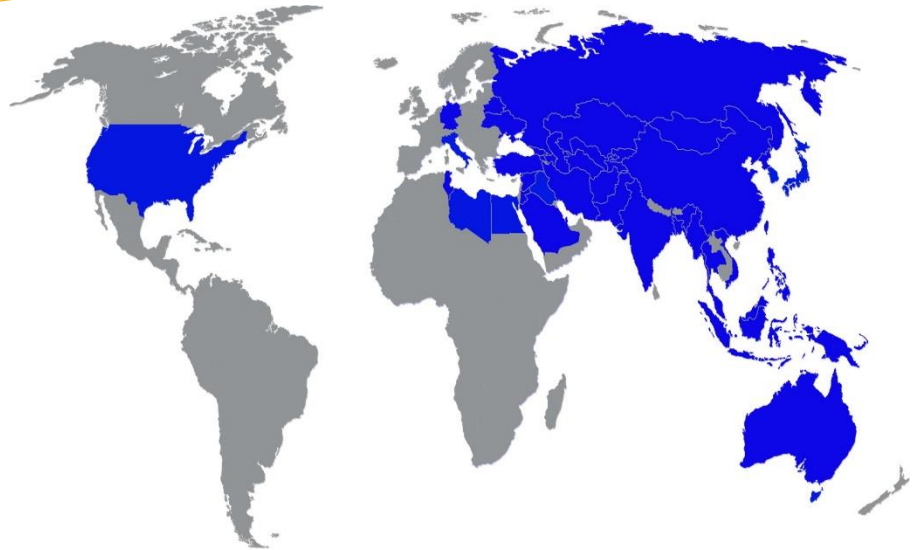
10,000+

AUDITORS

500+

FAMILY

Family Based
Business with
Ethical Values



Programs

We audit and certify to the following standards and codes:

TQCSI has an unlimited scope of accreditation and can provide certification to any industry sector for any ISO management system standards. **TQCSI's** philosophy is to work in partnership with our clients, to present a professional auditing and certification service that determines compliance against the relevant standards, facilitates continual improvement and adds value to our clients' certification.

JAS-ANZ accredited programs

- ✓ ISO 9001 (Quality Management)
- ✓ ISO 14001 (Environmental Management)
- ✓ ISO 45001 (OHS Management)
- ✓ ISO 27001 (Information Security)
- ✓ ISO 55001 (Asset Management)
- ✓ ISO 22000 (Food Safety Management)
- ✓ FSSC 22000 (Food Safety Management)
- ✓ HACCP Code (Food Safety Program)

ANAB accredited programs

- ✓ ISO 9001 (Quality Management)
- ✓ AS 9100 (ASD Manufactures)
- ✓ AS 9110 (ASD Maintenance/Repair/Overhaul)
- ✓ As 9120 (ASD Distributors)

Non-accredited programs

- ✓ ISO 22301 (Business Continuity)
- ✓ ISO 10002 (Customer Satisfaction)
- ✓ ISO 31000 (Risk Management)
- ✓ ISO 50001 (Energy Management)
- ✓ ISO 29001 (Oil & Gas Sector Suppliers)
- ✓ ISO 20000-1 (IT Service Management)
- ✓ ISO 13484 (Medial Device Manufactures)
- ✓ ISO 15378 (QMS/GMP Medical Packaging)
- ✓ ISO 3834.1 (Welding)
- ✓ ISO 22716 (Cosmetic GMP)
- ✓ IS Code (Information Security)
- ✓ HR Compliance Code (HR Compliance)
- ✓ QHSE Code (Quality, OHS, & Environmental)
- ✓ GMP (Good Manufacturing Practice)
- ✓ GMP (Food Safety Program)



TQCS International & TQCSI (USA)

Competitive Advantage

- ✓ TQCS International is 100% family-owned business based out of Adelaide, South Australia.
- ✓ TQCSI (USA) is 100% woman-owned business based out of Houston, TX USA.
- ✓ Truly international presence with certificates issued in 40+ countries, across 5 continents.
- ✓ As one of the first Certification Bodies (CBs) to be JAS-ANZ accredited 25+ years ago, we enjoy an unlimited scope of JAS-ANZ accreditation, allowing us to certify in any industry for a wide range of ISO and Australian Standards.
- ✓ TQCSI is accredited by ANAB for ISO 9001, and the aviation, space, and defense (ASD) Standards: AS 9100 AS 9110 | AS 9120.
- ✓ Certification approval within days of the audit.
- ✓ Certification promoted through electronic certificates (E-Certificates & QR codes) retained on our website.
- ✓ Online access to Client Details Report, identifying contact details, previous audit findings and scheduled audit dates, etc.
- ✓ Free membership to QualityTrade, also linked from TQCSI Trading, to promote clients' products and services
- ✓ Competitive fees quoted with no hidden charges and travel expenses only charged at cost.
- ✓ Readily recognizable certification marks designed to complement clients' marketing material.
- ✓ Support team with decision making authority, immediately available to resolve any issue.
- ✓ Certification approval within days of the audit.
- ✓ TQCSI uses an advanced computer software program (Nuts) to manage clients and auditors and control the certification process.
- ✓ ISO Systems Policies published on the website, establishing interpretations of ISO Standards' requirements transparent to clients and auditors alike.
- ✓ Highly competent, experienced, and culturally aware auditors.
- ✓ Routine training of auditors and rigorous vetting of audit reports to ensure consistency and accuracy.
- ✓ Annual TQCSI Awards for clients with superior management systems.
- ✓ 10 Year & 20 Year Clubs recognizing clients with mature management systems.
- ✓ Conducts Supplier audits, 2nd party audits and Gateway Reviews.
- ✓ 2nd Party Auditing providing reputable and reliable auditing services throughout the world.
- ✓ TQCSI is the only CB approved to conduct Gateway Reviews for the Australian, New Zealand and United Kingdom Governments, including Infrastructure NSW, VIC, QLD, WA & SA.
- ✓ TQCSI is widely regarded as the most professional certification body in Australia and is a recognized industry leader.

ANAB
ISO 9001 & ASD

JAS-ANZ
Unlimited Scope

CERTIFICATIONS
E-Certificates
QR Codes

DOCUMENTATION
Streamline process
Nuts (ERP)

APPROVALS
ISO Certificates
Issued within Days

PRICE
Highly Competitive

AUDITORS
Highly Qualified &
Experienced

AUDIT SCOPE
Supplier & 2nd Party



TQCS International & TQCSI (USA)

Principles

Our business management system reflects our auditing and certification ethos, which is based on six fundamental principles endorsed by the Board of Directors. Those principles are at the core of our being and are expected to be embraced by our Regional Offices, auditors, and office staff alike during our planning and operations. The principles are implemented through our Strategic Plan and respective Regional Offices' Business Plans and summarized by our **Vision:**

"To be the most respected, third-party management system certification body, wherever we operate"

SIX PRINCIPLES

- ✓ We will only provide credible auditing and certification services.
- ✓ We will be accredited for the certification programs we offer once the respective market demand is established.
- ✓ We will pro-actively develop certification programs which meet the needs of our clients and potential clients, particularly to facilitate trade.
- ✓ When developing our certification programs, we will be cognizant of the needs and expectations of all interested parties and the communities in which we operate.
- ✓ We will add value to our clients' certification.
- ✓ We will always operate legally, professionally, honestly, and morally.

PRINCIPLES (6)

Credible

Market Demand

Facilitate Trade

Cognizant

To Add Value

Operate Respectfully

Certification Marks





TQCS International & TQCSI (USA)

Choosing a Certification Body

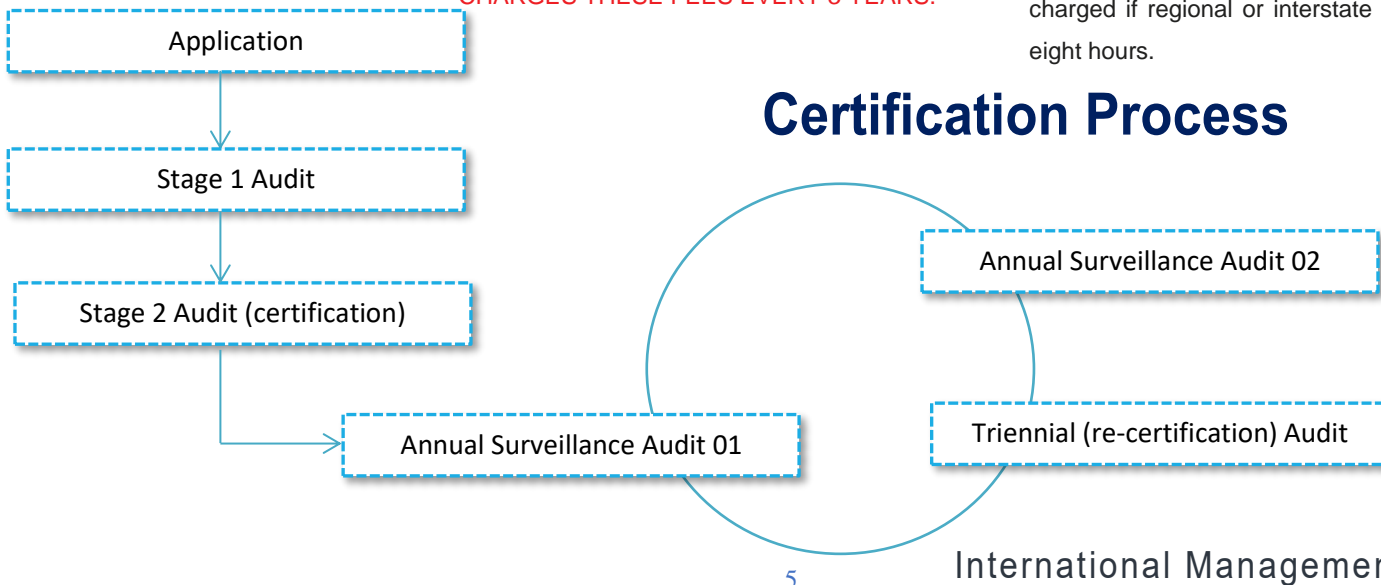
There should be little difference in the certification process between certification bodies (CBs) - we all must abide by the same, strict rules laid down by IAF/ISO, ANAB and JAS-ANZ. Essentially, your choice should come down to the fees, the auditors, the certification mark, and the CB's presence and capability. We believe our fees are more than competitive - our certification marks have been well accepted throughout the world, our international presence is the envy of our competitors, and we only employ the most competent auditors whose auditing and reporting is monitored to ensure a consistent approach.

Certification Fees

TQCSI (USA) provides all prospective clients with a quotation which describes all fees; there are no hidden or extra charges to incur, which some CBs bury in their fine print. There are five types of fees:

- Transfer | Application Fees – Fee to undertake contract review, register new clients and establish an audit program. **TQCSI (USA) DOES NOT CHARGE TRANSFER or APPLICATION FEES.**
- Certification Fees – Paid annually to cover ANAB, OASIS or JAS-ANZ accredited registration, maintain certification, inclusion on the JAS-ANZ and TQCSI Registers costs.
- Registration Fees – Paid annually to cover our administrative costs. **TQCSI (USA) CHARGES THESE FEES EVERY 3 YEARS.**
- Auditor Manday Fee – all auditing fees are based on a manday rate x the number of audit days required per audit (this is governed by ISO requirements for each standard). TQCSI (USA)'s fees are generally lower than other major CBs.
- Travel Fees – all metroplex expenses are charged consistent with Government guidelines, including per diem; if regional or interstate travel is required, standard accommodation, meals and economy class travel is charged at cost, and travel time is only charged if regional or interstate travel exceeds eight hours.

Certification Process



CERTIFICATION FEES (5)

Transfer | Application

Certification

Registration

Auditor Manday

Travel



TQCS International & TQCSI (USA)

AUDITORS

Meet Requirements of
ISO 17021-1
ISO 17024
ISO 19011

Code of Ethics
Confidentiality

Codes Approved
IAF | NACE

Assessed | Reviewed

Trained | Examined

Auditors

TQCSI's auditors are a cut above the rest! We only use competent auditors who meet the requirements of ISO 17021-1, ISO 17024, and ISO 19011. Moreover, all auditors must abide by TQCSI's own Code of Ethics. Confidentiality is assured through formal Confidentiality Agreements with auditors and a documented declaration each audit that no conflict of interest exists with the client to be audited.

Auditors must have been approved for specific codes which match the respective client's coding. Approval is based on academic background, competence in the respective Standard and work experience for: NACE Codes for industry sectors, E Codes for environmental impacts, S Codes for OHS related risks and F Codes for food sector processes.

To ensure auditors remain competent, their auditing and reporting is regularly reviewed, and they must undergo regular formal witness assessments. Moreover, regular training is conducted, and auditors must pass an examination and be deemed competent for any revision of a standard or new standard they audit.

TQCSI has 50 active auditors throughout Australia to call upon, covering all programs and industry sectors. We are active in all Australian states and territories. Internationally, TQCSI has in excess of 500 active auditors.

Code of Ethics

All TQCSI auditors abide by TQCSI's own Code of Ethics. We are the only CB with its own Code, which ensures you can rely on an honest, professional, and ethical auditing and certification service using TQCSI.

TQCSI CODE OF ETHICS

Our Auditors Commit To:

- ✓ Act professionally, accurately and in an unbiased manner.
- ✓ Ensure all reporting is honest, including dates and times of audits, and findings made.
- ✓ Do not represent conflicting or competing interests.
- ✓ Do not communicate false or misleading information that may compromise the integrity of any audit.
- ✓ Do not have any personal interest in the affairs of the organizations audited.
- ✓ Do not provide auditing or technical specialist services to organizations to whom consultancy have also been provided in the previous 2½ years.
- ✓ Do not remove any documents from clients' premises unless it is part of the auditing activity, approved by the client and passed to the TQCSI Office for safekeeping or destruction.
- ✓ Do not accept any inducement, commission, gift or any other benefit from a client, their employees or any third party.

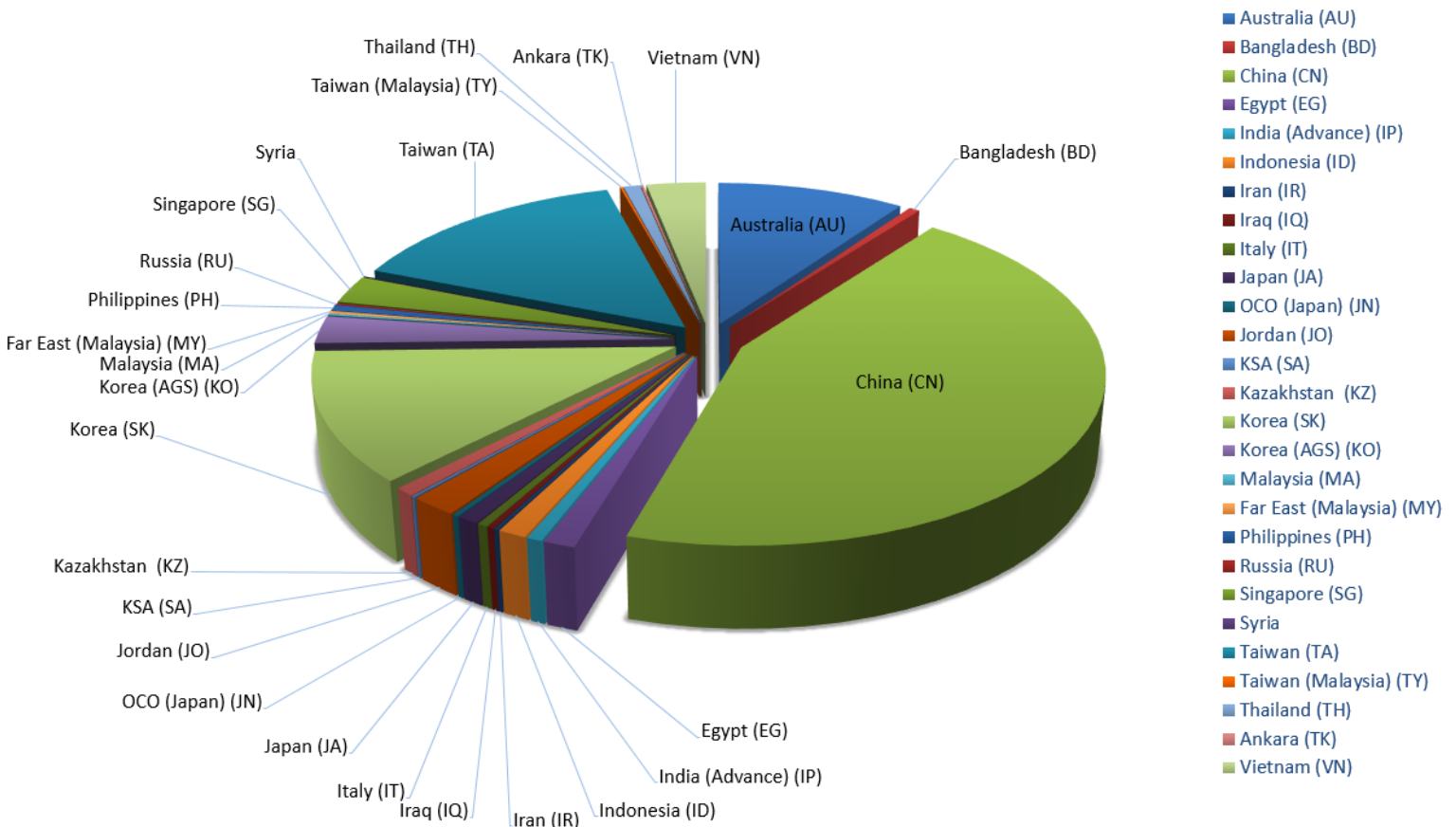
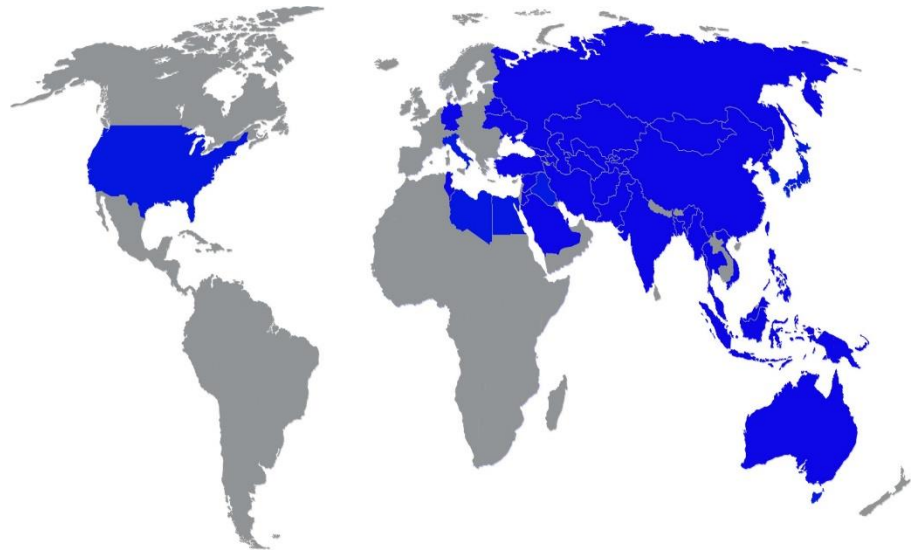


TQCS International & TQCSI (USA)

CONTINETS (5)

- North America
- Australia
- Europe
- Asia
- Africa

International Presence





TQCS International & TQCSI (USA)

OUR POINTS OF DIFFERENCE

Code of Ethics

Industry Leadership

Longevity

Office Liaison

Nuts

Rapid Certification

Timely Audit Reports

Sensible Audit Findings

2nd Party Auditing

Customer Satisfaction

CLIENT'S PERSPECTIVE

- ✓ 95% - office staff are polite and courteous
- ✓ 94% - office is efficient when handling enquiries
- ✓ 92% - office is readily available when contacted
- ✓ 92% - auditors are good communicators
- ✓ 92% - auditors have a good understand of our industry
- ✓ 93% - audit reports are always complete and accurate
- ✓ 88% - audit findings are always clear and precise
- ✓ 90% - findings are useful for business improvement
- ✓ 89% - audits add value to our business

*Survey Monkey survey TQCSI clients
who agreed or strongly agreed with the comment (2017)*

Capabilities

TQCSI is generally regarded as the most professional certification body in Australia and of those JAS-ANZ accredited CBs operating internationally. Results of regular JAS-ANZ office assessments and auditor witness assessments throughout the world confirm this claim, which is supported by testament from numerous clients who have transferred their certification from other major CBs to TQCSI. TQCSI (USA)'s number one mission is to expand TQCSI's recognition and brand in the US, to ensure its customers' success.

International Management Systems



TQCS International & TQCSI (USA)

Points of Difference

Industry Leadership

Our Managing Director founded TQCSI in 1995 and has been actively involved in the business ever since. He is a past Chair of the Association of Accredited Certification Bodies (AACB) and member of the JAS-ANZ Technical Advisory Committee, and he continues to be a member of Standard Australia's quality, environmental and OHS management standards committees (ISO mirror committees). With TQCSI's reach extending from the Pacific to Europe, TQCSI is aware of trends emanating from ISO and new programs that are being developed.

Longevity

TQCSI has been JAS-ANZ accredited for more than 25 years and during that time we have issued 10,000+ certificates to organizations for their management system.

Office Liaison

A very real point of difference between TQCSI and our competitors is that we ensure clients can contact our decision makers immediately. Our General Managers, client managers and audit schedulers do not audit and are immediately available during business hours for audit coordination and problem resolution. Unlike other CBs, this means that any client enquiry or issue will be addressed immediately.

Nuts

TQCSI's client and auditor management database ensures audits are scheduled well in advance and that only competent and appropriately coded auditors are used. It also ensures there is no variation in the certification process, precluding any chance of requirements being overlooked which might delay or jeopardize our clients' certification.

INDUSTRY
LEADERSHIP

LONGEVITY

OFFICE LIAISON

NUTS



TQCS International & TQCSI (USA)

Points of Difference

Rapid Certification

Certification is approved within two days of audit reporting requirements being met – we don't wait till the end of the month to meet and decide!

Timely Audit Reports

TQCSI audit reports are delivered electronically within five working days of audit completion following review by Head Office for accuracy and consistency. They have been lauded by JAS-ANZ as best practice in the industry and are detailed reports but well formatted allowing a summary of findings to be identified without needing to read the entire report.

TQCSI is the only CB to review audit reports before they are submitted to clients, which ensures a consistent, accurate and professional report.

Sensible Audit Findings

Unlike other CBs, TQCSI uses three levels of audit findings when things aren't quite right – discrepancies, minor nonconformances and major nonconformances. Discrepancies are found where a minor issue needs to be brought to the client's attention without having to raise a nonconformance, which would then require root cause analysis and corrective action. Accordingly, clients are not swamped by unnecessary nonconformances, but auditors can still identify all issues found rather than turning a 'blind eye'.

2nd Party Audits

TQCSI undertakes 2nd party and supplier audits of our clients' providers and can arrange auditing of suppliers in other countries at a fraction of the cost of doing the audits yourself.

RAPID
CERTIFICATION

TIMELY AUDIT
REPORTS

SENSIBLE AUDIT
FINDINGS

2ND PARTY AUDITS



TQCS International & TQCSI (USA)

VALUE-ADDED

E-Certificates
QR Codes

Client Details Report

ISO Systems Policy

Trading
Quality Trade

Awards

10 Year & 20 Year
Clubs

Value-Added Certification

We are focused on adding value to our clients' certification through the following services:

E-Certificates & QR Codes

All TQCSI certified clients have access to their electronic Certificate through the TQCSI website. This allows certificates to be downloaded and provides immediate access to certification credentials to which customers may be referred. TQCSI's clients' websites are also hyperlinked from the TQCSI Register.

Client Details Report

Password protected Clients Details Reports can be downloaded from the TQCSI website (www.tqcsi.com) at any time, providing our clients with their contact information, outstanding nonconformances and discrepancies, and next audit information.

ISO Systems Policy

TQCSI's policies and interpretations on the various ISO Standards are transparently published on the website for clients and auditors to review.

Trading and QualityTrade

All clients certified by TQCSI are listed in the TQCSI-Trading portal (www.tqcsitrading.com) and, at no fee, listed in the QualityTrade website (www.qualitytrade.com). Both these services are aimed at promoting our clients' products and services to facilitate trade.

Awards

Annual awards are published in our website recognizing clients with superior performing management systems.

10 Year & 20 Year Clubs