



# TQCSI

## CAPABILITY DESCRIPTION

### **TQCS International Pty Ltd**

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## TQCSI's BACKGROUND

TQCS International Pty Ltd (**TQCSI**) commenced operations in 1995 and now operates out of 30+ offices with 10,000+ certifications issued in 40+ countries throughout Australia, Asia, the Middle East, Africa, Europe, the Pacific and north America.

**TQCSI** is now 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 also accredited by ANAB for certification to the Aviation, Space & Defence (ASD) Standards.

**TQCSI** also 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. They are the only Codes of their type in the world and are typically used by smaller businesses to pre-qualify for government agencies and satisfy major customer requirements.

**TQCSI** has an unlimited scope of accreditation and is able to provide certification to any industry sector for any ISO management system standard. **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.

## TQCSI's PROGRAMS

**TQCSI** audits and certifies to the following standards and codes:

### JAS-ANZ accredited programs

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

### ANAB accredited programs

- ✓ ISO 9001 (Quality Management)
- ✓ AS 9100 (ASD Manufacturers)
- ✓ AS 9110 (Aviation Maintenance & Repair)
- ✓ AS 9120 (Component Distributors)

### Non-accredited programs

- ✓ ISO 3834.2 (Welding)
- ✓ ISO 10002 (Customer Satisfaction)
- ✓ ISO 13485 (Medical Device Manufacturers)
- ✓ ISO 15378 (QMS/GMP Medical Packaging)
- ✓ ISO 20000-1 (IT Service Management)
- ✓ ISO 22301 (Business Continuity)
- ✓ ISO 29001 (Oil & Gas Sector Suppliers)
- ✓ ISO 31000 (Risk Management)
- ✓ ISO 41001 (Facility Management)
- ✓ ISO 44001 (Collaborative Business Relations)
- ✓ ISO 50001 (Energy Management)
- ✓ GMP (Food Safety, General & ISO 22716)
- ✓ GHP (Good Hygiene Practices)
- ✓ QHSE Code (Quality, OHS & Environmental)
- ✓ IS Code (Information Security)
- ✓ HR Compliance Code (HR Compliance)
- ✓ Small Business QM Code
- ✓ jobactive (QAF and Principles)
- ✓ DESE ISMS (DESE Information Security)

**TQCSI** also conducts supplier audits, 2<sup>nd</sup> party audits and Gateway Reviews.

## TQCSI'S COMPETITIVE ADVANTAGE

- ✓ Proudly Australian with Head Office based in Adelaide, South Australia, and offices throughout the country.
- ✓ 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 any industry for a wide range of ISO and Australian Standards.
- ✓ TQCSI is accredited by ANAB for ISO 9001, and the aviation, space and defence (ASD) Standards: AS 9100, 9110 & AS 9120.
- ✓ Competitive fees quoted with no hidden charges and travel expenses only charged at cost.
- ✓ Readily recognisable certification marks designed to complement clients' marketing material.
- ✓ Highly competent, experienced and culturally aware auditors.
- ✓ Routine training of auditors and rigorous vetting of audit reports to ensure consistency and accuracy. TQCSI is also the proud parent of TQCSI-Yaran, which is a Supply Nation certified organisation and qualifies under the *Federal Government's Indigenous Procurement Initiative*.
- ✓ Truly international presence with certificates issued in 40+ countries.
- ✓ 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, ensuring the integrity of the certification process.
- ✓ TQCSI is widely regarded as the most professional certification body in Australasia and is a recognised industry leader.
- ✓ Free membership to QualityTrade, also linked from TQCSI Trading, to promote clients' products and services.
- ✓ Certification promoted through electronic certificates (E-Certificates) retained on our website.
- ✓ Online access to Client Details Report, identifying contact details, previous audit findings and scheduled audit dates, etc.
- ✓ ISO Systems Policies published on the website, establishing interpretations of ISO Standards' requirements, transparent to clients and auditors alike.
- ✓ Annual TQCSI Awards for clients with superior management systems.
- ✓ 10 Year & 20 Year Clubs recognising clients with mature management systems.
- ✓ 2<sup>nd</sup> 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 showcase video - largest JAS-ANZ Certification Body:

<https://youtu.be/xul9S8QOwKQ>

## TQCSI's PRINCIPLES

TQCSI's 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 summarised by our Vision:

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

and are implemented through our Strategic Plan and respective Business Plans.

Those six principles are:

1. We will only provide credible auditing and certification services.
2. We will be accredited in the certification programs we provide.
3. We will pro-actively develop certification programs which meet the needs of our clients, particularly to facilitate trade.
4. When developing our certification programs, we will be cognisant of the needs and expectations of all interested parties and the communities in which we operate.
5. We will add value to our clients' business.
6. We will always operate legally, professionally, honestly and morally.

Accordingly, our auditors are expected to comply with the TQCSI Code of Conduct.

## CERTIFICATION MARKS

Clients are provided with electronic copies of their certification marks for use on promotional material.



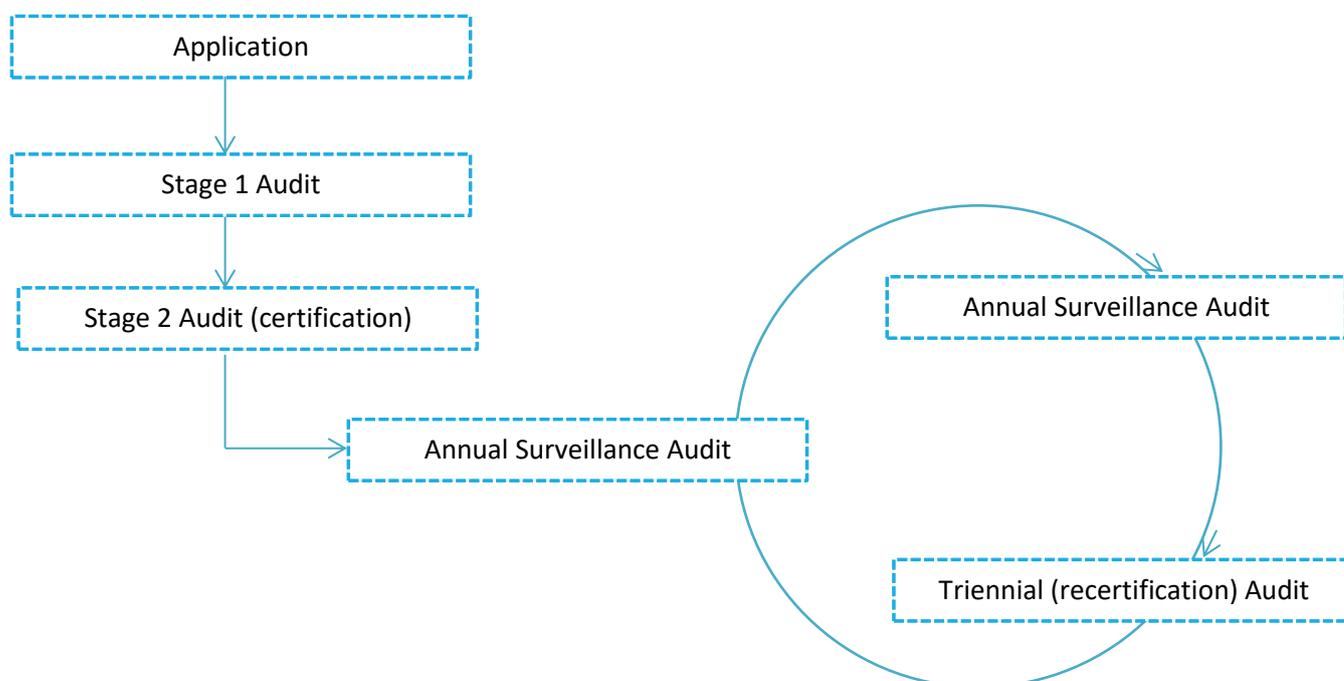
There should be little difference in the certification process between certification bodies (CBs) - we all must abide by the same, strict rules laid down by ISO, JAS-ANZ and ANAB. Essentially, your choice should come down to the fees, the certification mark, the auditors and the CB's presence and capability. 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 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 four types of fees:

- Application Fee – once off fee to undertake contract review, register new clients and establish the audit program.
- Annual Registration Fee – paid annually in advance to cover JAS-ANZ or ANAB accredited registration, maintain certification, inclusion on the JAS-ANZ and TQCSI Registers, and administrative costs.
- Auditor Day Fee – all auditing fees are based on an auditor day rate x the number of audit days required per audit (this is governed by ISO requirements for each standard). TQCSI fees are generally lower than other major CBs.
- Metropolitan travel expenses are charged at a daily flat rate; 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 one hour.

## CERTIFICATION PROCESS



## CULTURAL AWARENESS

TQCSI acknowledges the traditional custodians of the land, community, sea and waters where we live and work. We pay our respects to Elders past, present and emerging, and value the contributions Indigenous Australians make in our society.



In 2016, TQCSI and Yaran Business Services formed a joint venture, 'TQCSI-Yaran'. The partnership was formed to enable TQCSI-Yaran to provide accredited certification of management systems focussed on Indigenous companies and companies wishing to engage an Indigenous based company for those services.

All TQCSI auditors must have undertaken and be deemed competent in Cultural Awareness Training before auditing Indigenous based clients.

TQCSI-Yaran is Supply Nation certified and qualifies under the *Federal Government Indigenous Procurement Initiative*.



## 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.

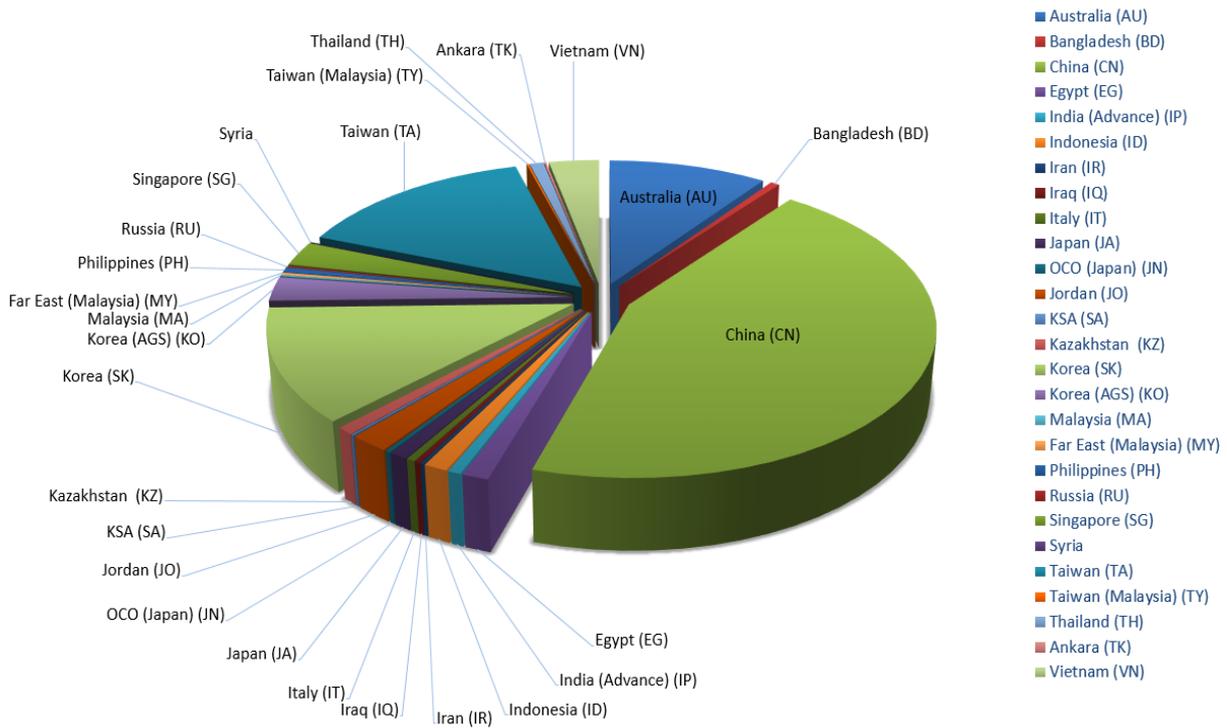
Auditors must have been approved for specific codes which match the respective client's coding. Approval is based on academic background, competence in the respective Standard and work experience for: NACE Codes for industry sectors, E Codes for environmental impacts, S Codes for OHS related risks and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

# INTERNATIONAL PRESENCE

TQCSI certifies clients in 40+ countries managed by 30+ Regional Offices, now with 10,000 certificates.



## TQCSI's CAPABILITY

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.

Our 'points of difference' are:

- office liaison
- sensible audit findings
- timely audit reports
- rapid certification
- Nuts
- longevity
- industry leadership
- 2<sup>nd</sup> party auditing
- Code of Ethics,

each of which are explained hereunder.

### What our clients think of us!

- 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 of all Australian TQCSI clients who agreed or strongly agreed with the comment (2017)*

### 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 Manager, client managers and audit schedulers do not audit and are immediately available during business hours for audit coordination and problem resolution. Unlike other CBs operating in Australia, this means that any client enquiry or issue will be addressed immediately.

### 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 organisations audited
- do not provide auditing or technical specialist services to organisations 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.

## **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'.

## **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.

## **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!

## **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 jeopardise our clients' certification.

## **Longevity**

TQCSI has been JAS-ANZ accredited for more than 20 years and during that time we have issued 10,000+ certificates to organisations for their management system.

## **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.

## **2<sup>nd</sup> Party Auditing**

TQCSI undertakes 2<sup>nd</sup> 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.

## VALUE-ADDED CERTIFICATION

TQCSI is focused on adding value to our clients' certification through the following services:

### TQCSI Trading & QualityTrade

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

### E Certificates

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](http://www.tqcsi.com)) at any time, providing our clients with their contact information, outstanding nonconformances and discrepancies, and next audit information.

### ISO Systems Policies

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

### TQCSI Awards

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

### 10 Year & 20 Year Clubs

Clients with mature management systems are recognised through our 10 Year & 20 Year Clubs published in our website.

