



CERTIQUALITY

For a better quality of life

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International Business Management 2017



CERTIQUALITY is a Certification Body, accredited to provide enterprises with certification services covering Quality, Environmental and Safety Management Systems, as well as Product Certification. In addition CERTIQUALITY operates on Energy System, Sustainability, Food Safety auditing Data Security in the EDP systems, and on Professional Training.

CERTIQUALITY has its head office in Milan, staffed with more than 100 professionals, and operates as well through branch offices and local deputies all over Italy, employing nearly 500 auditors.

CERTIQUALITY was established in 1989 by Federchimica and Assolombarda and has a number of ordinary partners representing the Trade Associations, and statutory partners vouching for the soundness and fairness of its dealing.



ACCREDITATION

CERTIQUALITY is accredited by **Accredia** in compliance to International standards EN 45011 e ISO 17021 for Certification bodies.

ACCREDIA has been appointed by the Italian Government on 22th December 2009 as National Accreditation Body that performs accreditation with authority derived from the State.

ACCREDIA evaluates the technical competence and professional integrity of the conformity evaluation operators (laboratories and bodies), evaluating compliance with mandatory regulations and voluntary standards in order to ensure the value and reliability of the attestations they release.

CERTIQUALITY is the first italian Certification Body to be accredited on ISO 14001 and 50001.



CERTIQUALITY - IQNET

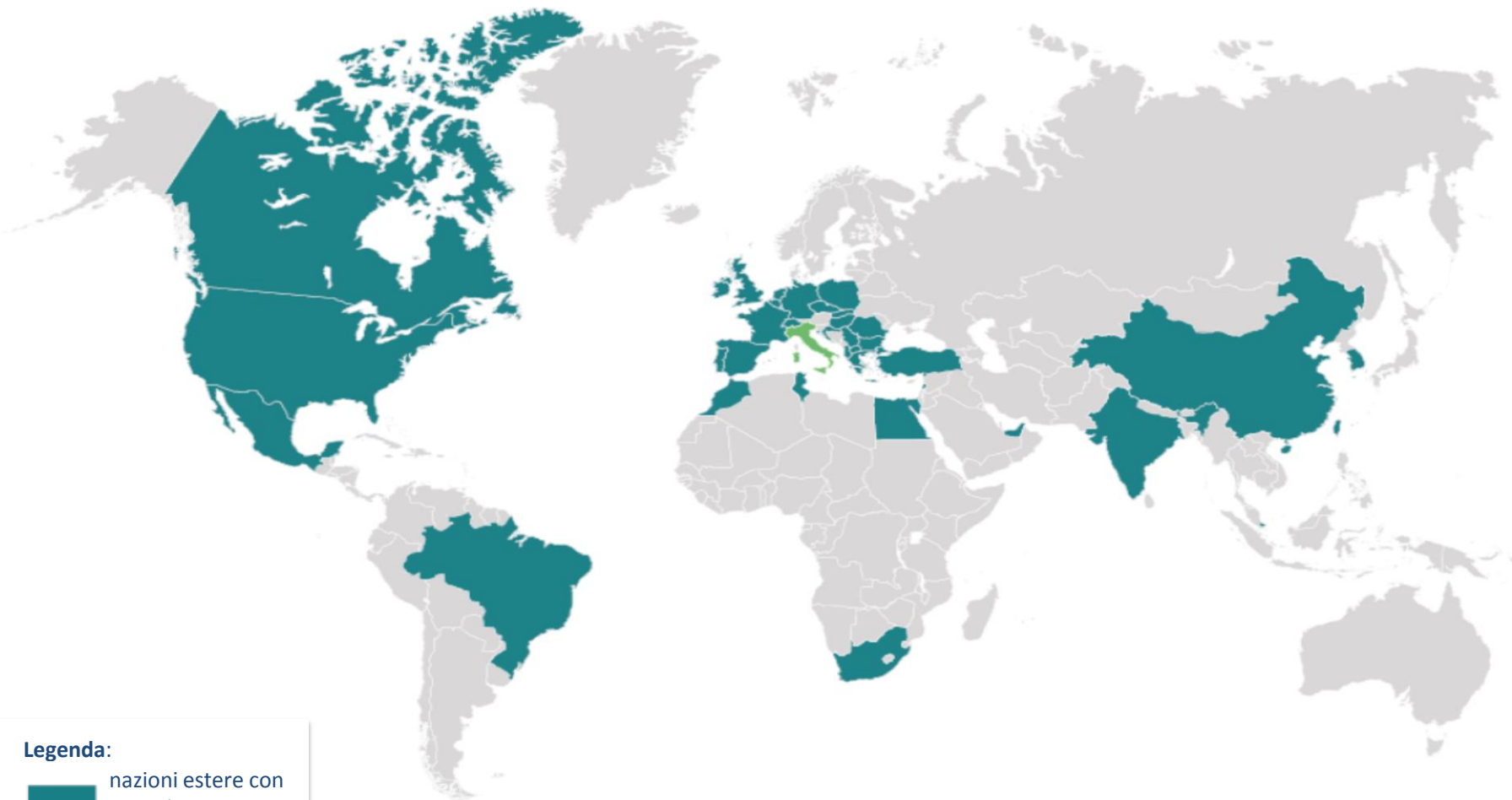
CERTIQUALITY is a partner of IQNet (International Certification Network) and has issued certifications across Europe, as well as in many other non-European countries.

IQNet - The International Certification Network has been active since 1990, and has almost 40 Partner certification bodies with more than 200 subsidiaries worldwide. Each of these IQNet Partners is a leader in their region; and collectively through IQNet, this represents the most extensive and reputable network of certification bodies worldwide.

All IQNet members have signed the IQNet Multi-Lateral Agreement (MLA). This means they mutually recognise the ISO 9001, ISO 14001 and various other certificates of all other IQNet partner as being equivalent to their own.



CERTIQUALITY COVERAGE – 2016/2017



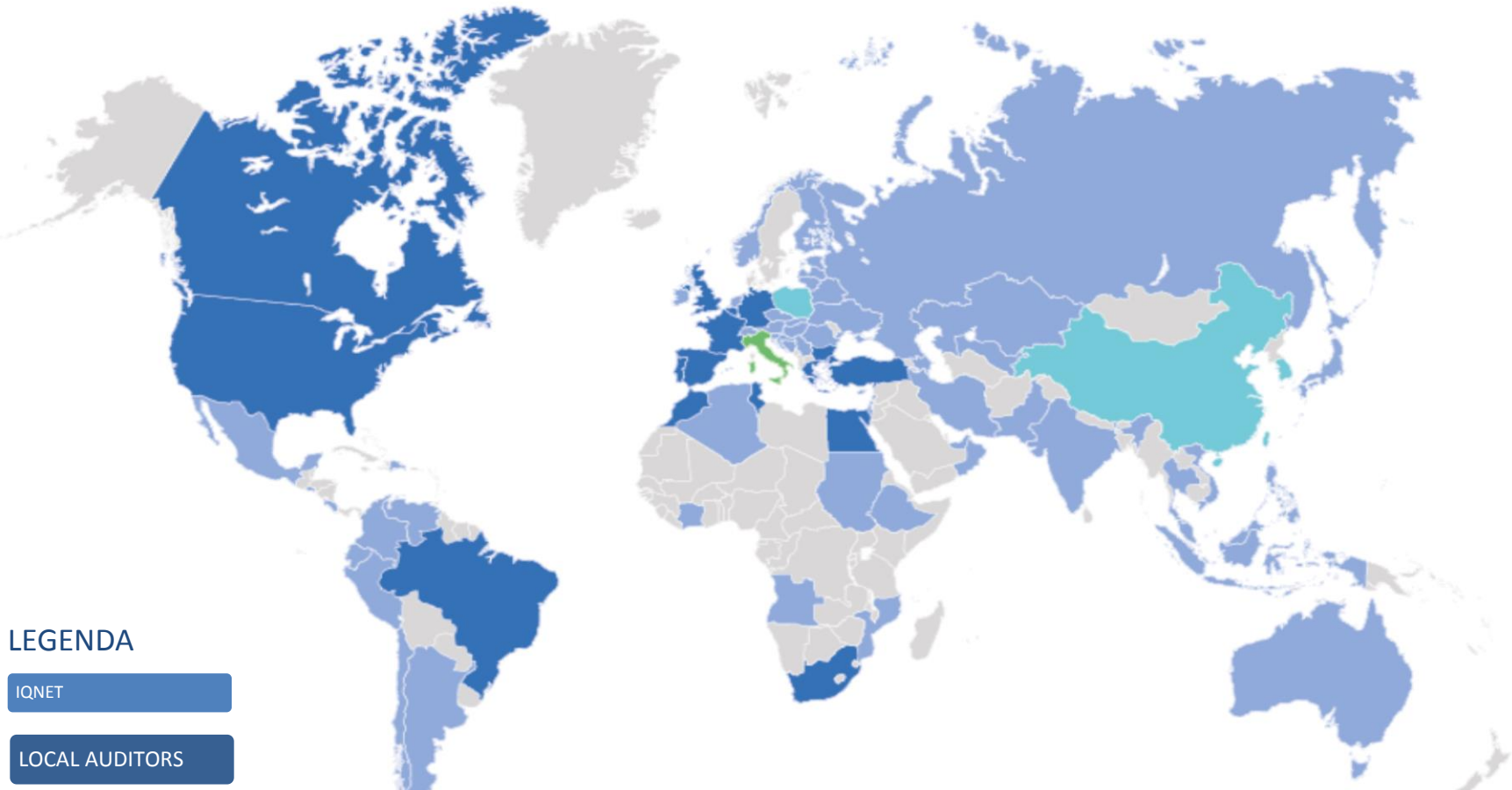
Legenda:



nazioni estere con
attività
Certiquality
anni 2015 / 2016



POTENTIAL GLOBAL COVERAGE CERTIQUALITY - 2017



LEGENDA

- IQNET
- LOCAL AUDITORS
- SPECIAL PARTNERSHIP

We always have the opportunity to designate Italian team leaders in order to guarantee to the customers the harmonization of the audit activities, following headquarter indications.



International Companies who trust in Certiquality





Other Companies who trust in Certiquality





CERTIFICATION SERVICES

- **QUALITY**
ISO 9001 - Accredited by Accredia
- **ENVIRONMENT**
ISO 14001 Standard, EMAS - 1° Certification Body accredited in Italy by Accredia and Italian EMAS Competent Body
- **HEALTH AND SAFETY – PROCESS SAFETY**
BS OHSAS 18001 – UNI 10617 - Accredited by Accredia
- **ENERGY MANAGEMENT**
ISO 50001:2011 - 1° Certification Body accredited in Italy by Accredia
- **PRODUCT**
- **INFORMATION MANAGEMENT SYSTEM**
ISO 27001 - Accredited by Accredia
- **GHG Emissions Verifier**
Emission Trading Directive 1° Certification Body recognise by The Italian Ministry
- **EPD & LCA (ISO/TR 14025 – ISO 14040)**
- **CE MARKING**
for Medical Devices Dir.CE 93/42 Ce and Construction Materials Dir.CE 89/106)
- **FSC CoC**
- **SOCIAL ACCOUNTABILITY (SA 8000)**
- **FOOD SAFETY: BRC, IFS, FAMI QS, ISO 22000**



BUSINESS

INDUSTRY

CERTIQUALITY is a specialized Body in Quality Systems certification of manufacturing industries: chemistry and related sectors (plastics, rubber, paper, glass, ceramics, pharmaceuticals, cosmetics), wood, textiles, leather, mechanics, metallurgy, building contractors and the whole agroindustrial chain.

To meet the requirements of particular manufacturing industries, the Quality System certification according to ISO 9001 Standard is supplemented with specific certification services, such as the certification according to ISO 13485 for the enterprises manufacturing medical equipment, and to ISO/TS 16949 for the automotive industry.



BUSINESS

ORGANIZATIONS PROVIDING SERVICES

The increasing attention to customers' requirements has prompted most service companies to approach Quality Certification.

That keen attention involves the whole range of services to citizens, from public transport, to town cleanliness, up to public administration.

CERTIQUALITY operates in the whole service business, such as logistics and transport, waste handling, energy, gas and water distribution, health services, education, banking and insurance systems, tourist services, professional offices, where demand for certification is considerably growing, on the spur of Domestic and Community Regulations too.

CERTIQUALITY is highly qualified for providing a flawless service, thus contributing to spreading the quality principles, and assuring a thorough certification service to major and minor or middle-sized enterprises.



BUSINESS

FOOD

Certification in food industry guarantee the enhancement of food safety and quality along the food chain at all levels, with the aim of preventing food-borne diseases, protecting consumers and promoting fair practices in the food trade.

Producing a food supply that is safe and of good quality is a prerequisite to the successful domestic and international trade in food and a key to sustainable development of national agricultural resources. CERTIQUALITY offers qualified certification services to fulfill food industry needs with high qualified auditors specifically trained for this purpose.



BUSINESS

INFORMATION TECHNOLOGIES

The exponential spread of automated information systems and of e-business applications based on web technology has placed in the foreground for businesses two key issues: information security and confidence of customers against websites.

Certiquality certification services provide a complete mix to satisfy the need for information security (ISO 27001), quality of IT services (ISO 20000) and quality of services offered through websites (QWEB Mark).



BUSINESS

LOGISTICS & TRANSPORTATION

CERTIQUALITY certification services provide a complete mix to satisfy the need for quality, safety, security and environmental performance of Logistics Service Providers.

In particular CERTIQUALITY is accredited by CEFIC European Chemical Industry Council, to operate in SQAS and ESAD schemes, the specific standard aimed at guarantee competitive and sustainable logistics. CERTIQUALITY auditors are specifically trained to offer a qualified service in logistic and transportation field.



CUSTOMER SATISFACTION SURVEY

SAMPLE – 1102 companies

SURVEY RESULTS: OVERALL SATISFACTION ABOUT CERTIQUALITY'S SERVICE

AREA	WEIGHTED AVERAGE
Services for enterprises	8,83
Building services	8,67
Education and training	8,66
Food And Packaging	8,59
Waste and industrial hygiene	8,53
Utilities	8,52
Manufacturing industries	8,5
Logistics	8,43
Chemical and pharmaceutical	8,38
Health and Health Services	8,37
Professional services	7,94
Medical devices	7,83

SURVEY RESULTS: OVERALL SATISFACTION ABOUT CERTIQUALITY'S AUDITORS

AREA	WEIGHTED AVERAGE
Education and training	9,16
Food And Packaging	8,87
Services for enterprises	8,81
Building services	8,8
Utilities	8,75
Manufacturing industries	8,68
Logistics	8,67
Health and Health Services	8,56
Waste and industrial hygiene	8,46
Professional services	8,46
Chemical and pharmaceutical	8,31
Medical devices	8,2



INTERNATIONAL BUSINESS MANAGEMENT

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