

INSPECTION SERVICES



TARGET ORGANISATIONS

- All companies that want to audit their own project, process, product, service or site.
- All companies that want to audit and qualify their supply chain.
- Consortia or Associations that wish to qualify consortium and associated companies.

THE CONTEXT

The inspection service is an audit and control activity which may include an inspection and tests and consists of an assessment of conformity with specific or general requirements.

The inspection service is designed together with the client organisation and is carried out in accordance with the principles of the UNI CEI EN ISO/IEC

17020 standard, the international standard that sets out the general criteria for ensuring competence, independence, impartiality and confidentiality in inspection activities by third party bodies. It is therefore a 'bespoke' service that can be focused on a project, on a product/service, on a process or plant/infrastructure.

THE SERVICE

CERTIQUALITY carries out inspection services aimed at auditing the processes, services and products of an organisation (Third Party Inspections) or those of its suppliers (Second Party Inspections).

The service may cover a range of issues affecting the product/service or business management, such as:

- quality
- environment
- safety
- ethics
- other (e.g. security, management of company layouts)

contained in supply specifications, regulations, international standards, guidelines etc. To carry out inspection activities, it is possible to use technological supports and tools that guarantee on-time reporting, such as SMS, MMS.

BENEFITS

- Independence of judgement in relation to the subject matter of the inspection.
- Feedback on specific issues.
- Better management of resources and internal skills.
- Fixed costs become more variable.

CERTIFICATION PROCESS

The service is characterised according to a process that can be summarised in the following phases:

- understanding customer needs;
- identifying the necessary documentation and skills;
- issuing the technical offer;
- project development;
- issuing inspection documentation;
- carrying out the inspection.

Based on the strengths, weaknesses or potential risks identified, the client organisation will be able to assess any improvement actions and interventions to be undertaken.

The effectiveness of the corrective and/or preventive action plan implemented by the organisation may be assessed by Certiquality with subsequent follow-up audits.

At the end of the audit, Certiquality will issue the audit report containing the assessment of compliance with the requirements for which the audit was requested.

ADDITIONAL AND TRAINING DOCUMENTATION

Fincantieri, Bayer, Confindustria Ceramica, Enercoop, Bauli, Ecopneus, Comieco, Finsardegna, Antonveneta, Coop Adriatica, Melegatti, Evobus, Spea Autostrade, Astrazaneca, Zobebe Group, Guaber, Ecoworld Hotel.

Below are some examples of inspection audits carried out:

- Application of protocols and procedures.
- Legislative compliance (environment, workplace safety, privacy legislation).
- Degree of application of the service charter.
- Monitoring the quality of the services provided (e.g. complaints office, customer helpdesk...), including by means of the 'mystery audit' method - Ref. UNI/TS 11312.
- Respect for commitments undertaken through contractual agreements.
- Compliance of materials and equipment.

