



National Quality Assurance

Your Partner for Organizational Success

Certification and Supply Chain Services

Formal management systems, such as ISO 9001, improve an organization's performance and accountability to itself and its customers. Obtaining third-party certification provides independent verification and analysis of these systems, often resulting in identification of further enhancements. Management system audits can also be applied to monitor supply chain performance.

NQA is one of the largest and most respected registrars in the world, providing organizations a single certification resource for management system registration, supply chain assurance, product compliance services and support.

NQA has been providing customer-focused services since 1988. NQA USA is a joint venture of NQA Ltd. and National Technical Systems (NASDAQ: NTSC), the largest independent engineering, test and evaluation company in North America.

As a member of the global NQA family, NQA USA provides local support to our clients with regional management offices throughout North America. NQA's full global presence can be leveraged to provide comprehensive service for both local and multinational organizations.

Partner for Long-Term Success

NQA is guided by core values based on competency, credibility, professionalism and integrity. You are not just selecting a registrar, you are selecting a partner in your quest for success in the marketplace. Your NQA partnership also brings you access to valuable resources, such as technical updates, e-newsletters and a network of business partners.

The NQA Advantage

- ▶ **Experience:** NQA has been in business for over two decades and has more than 22,000 clients worldwide.
- ▶ **Single Point of Contact:** NQA provides each client with a dedicated Client Support Representative.
- ▶ **Competitive Pricing:** NQA provides clear pricing with no hidden fees.
- ▶ **Outstanding Auditors:** NQA auditors average 20 years of management system and industry experience.
- ▶ **Knowledgeable Staff:** Office Staff are technical experts, able to provide valuable guidance throughout the process.
- ▶ **Local Auditors:** NQA auditors are located around the corner and around the globe.
- ▶ **International Accreditations:** NQA certificates are recognized and respected the world over.

Current Services Offering

ISO 9001 Quality Management	ISO 14001 Environmental Systems
AS9100 Aerospace Design	ISO/TS 16949 Automotive
AS9110 Aerospace Maintenance	TL9000 Telecommunications
AS9120 Aerospace Distributors	ESD S20.20 Electrostatic Discharge
AS9003 Inspection and Test	ISO 22000 Food Safety
ISO 20000-1 IT Service	ISO 13485 Medical Device
OHSAS 18001 Occupational Health & Safety	ISO 27001 Information Security
Supplier Audits	BRC Global Standards





The Registration Process

Choose your Registration Partner Carefully

This will not be a one-time transaction. Your registrar will serve your company for many years. You can be confident that your partnership with NQA will be value-added and rewarding to your organization.

Prepare and Schedule

As your Registration Partner, NQA will designate a Client Support Representative who will work closely with you during this time to assist you to evaluate your preparedness for audit. We will help you to determine an audit timeline that will minimize operational impacts and give you the greatest opportunity for a successful audit.

Stage One Audit

Our qualified auditor will perform a comprehensive Readiness Review of documentation and key management system structures to ensure their adherence to requirements. This sets the stage for the review of implementation at the Registration Audit. You will receive the results of this analysis in a documented report.

Optional Pre-Assessment

NQA offers you an optional Preliminary Assessment using the same Lead Auditor that will conduct the Registration Process. Whereas the Stage One Audit reviews the structure of the management system, a pre-assessment examines the current implementation of any and all other requirements. This offers you the opportunity to get to know your auditor, as well as familiarize your organization with the process. You receive a report detailing the level of implementation of your system at the conclusion of this activity.

Stage Two Audit

Tailor-made for your organization, our Stage Two Audit is a full review of the implementation of your system, performed with a combination of interviews with personnel and review of data. Our auditors use a common sense approach, using your own policies and procedures, not contrived checklists. Unlike other registrars, NQA auditors will leave you with a complete documented report at the close of the audit, which will contain the auditor's recommendations for certification.

Congratulations!

Upon response and review of any non-conformities, your NQA dedicated Client Support Representative will issue your NQA Certificate of Registration, submit your accomplishment to international directories, and provide assistance with the promotion of your achievement with registration artwork, press releases and promotional items.

Continuing Surveillance

Your NQA partnership will continue with scheduled periodic visits, either annually or semi-annually. These activities will sample portions of your system to ensure continued conformance, and provide you with valuable feedback to enhance the effectiveness of your system and the benefits your organization derives from it.

Triennial Re-Assessment

Your Client Support Representative and Lead Auditor will continue to work as a team as your system evolves. NQA will perform a re-assessment of your system's functionality and interaction every three years, and subsequently extend your Certificate of Registration.



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NQA. Your partner for organizational success.