

CUSTOMISED AUDIT SOLUTIONS AND SERVICE CERTIFICATION PROGRAMME ELEMENTS

Program / program element	QualiCert TM	ServiCert TM	Customised Audit Solutions
Training (workshop) on link between service delivery / customer requirements and ISO 9001 standard	optional	X	optional
Training (workshop) on gathering customer requirements	optional	X	optional
Training (workshop) on creating service delivery criteria (control plans)	optional	X	optional
Development of standard	X	no	optional
Development of criteria (by client)	no	X	no
Development of control plan (by client assisted by SGS) - e.g. checklist	X	no	X
Validation of standard by external committee	X	no	no
Validation of criteria by SGS	no	X	no
Validation of control plan by SGS	X	no	X
Audits (systems audits, mystery shopping, observation, interviews, document reviews, etc.)	X	X	X
Reporting (non conformities, opportunities for improvement, etc.)	X	X	X
Value added services by SGS: Comprehensive analysis for continuous improvement	optional	no	X
Delivery of certificate	X	X	optional

X = a standard part of the program