

ROUTES TO CERTIFICATION

THE FORMAL AUDIT

- Review Management System 'design';
- Look at structure, policies, objectives, regulatory requirements;
- Review how company establishes processes to deliver, control and learn;
- Joint planning for Stage 2.



- Assess 'effectiveness' of deployment & implementation of the Management System;
- Does it work the way it's designed?
- Gain evidence through interviews, observation, records review and documents.

ADVANTAGES OF DIRECT ROUTE

- Speed;
- Efficiency - cost effective provided the client is ready in all respects;
- All certifications are required to go through formal audit;
- ISO 18788 and PSC.1 certifications give clients confidence in front-line service delivery.

RISK

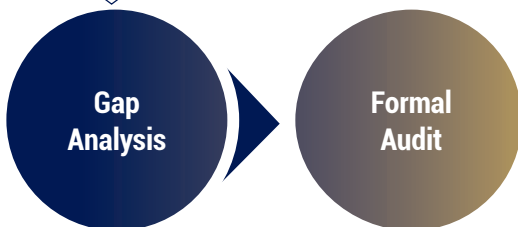
- Client needs to be fully prepared prior to the audit;
- Cost increase if client not prepared and further audit may be necessary
- NB: These risks can be removed by pre-audit support.

PRE-AUDIT SUPPORT OPTIONS

Option 1 - Gap Analysis

(e-enabled (ISO 18788 only) or physically on site)

- Reviews how your company has or plans to address requirements against the standard.

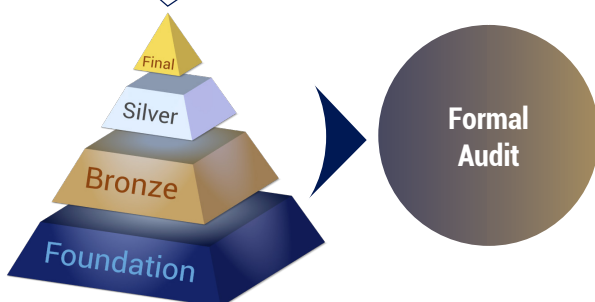


ADVANTAGES OF GAP ANALYSIS

- Affordability - 4 levels of support to suit any budget:
 - **Level 1** - e-enabled self-Gap Analysis tool (ISO 18788 only) and excel output (offered free to clients who have contracted for initial certification);
 - **Level 2** - As level 1, with 0.5 day (3 hours) post-completion e-enabled review support from an MSS Global assessor to help you identify key ISO 18788 gaps and best practice approaches;
 - **Level 3** - e-enabled 3 day Gap Analysis (ISO 18788 only) mentored support from an MSS Global assessor to help your team work through the assessment, drawing on our experience and knowledge to help identify gaps and best practice;
 - **Level 4** - on site Gap Analysis mentored support (any ISO) from an MSS Global assessor to help galvanise your team and have a subject matter expert to fully explore gaps and best practice approaches.
- De-risks the formal audit if not confident or fully prepared.

Option 2 - Recognized Progression

- Accessible, on-line education and audit based progression service.



ADVANTAGES OF RECOGNIZED PROGRESSION

- Assists companies with limited resources or experience to prepare for internationally accredited certification;
- Awards you phased audit certificates to show to clients and support business development;
- Helps you generate capacity and knowledge in a logical manner through measured, progressive online support;
- Allows you to have key components graded through an MSS Global recognized progress award;
- Flexibility by being able to jump across to formal audit after any phase;
- Highly affordable compared to the use of consultants;
- Clear potential to save cost on the formal audit by reducing the amount of days required for Stage 1.