



**ACTIVE<sup>®</sup>**  
**BUSINESS**  
**SOLUTIONS**  
MANAGEMENT CONSULTANCY COMPANY  
CREDIBLE SOLUTIONS FOR INCREDIBLE BUSINESSES

Cost effective, Value Adding and Reputed ISO Certifications World-wide  
Providing Equilateral Services to Help Your Business Achieve ISO Registration and Certifications

# Company Profile

HO KSA: Anas Ibn Malik Road, Al Malqa Dist, Riyadh, Saudi Arabia

BO UAE: Cluster R. Jumeirah Lake Towers, Sheikh Zayed Road, Dubai, United Arab Emirates



## About Us

We take pleasure in introducing ourselves as ABS (Active Business Solutions) to help in implementing the highest standards of management systems and practices. ABS is well reputed in leading the way & setting the trends in management system designing, implementation, training & ISO Certifications operating within a network of senior specialists having a long-standing experience with sophisticated analytical capabilities to adding true value to each of our clients. We are proud to serve diverse markets and business sectors with a wide range of accredited ISO certifications, and training solutions around the world.

### Our Finest Features:

- ❁ Providing Equilateral Services to help your Business achieve ISO Registration and ISO Certification
- ❁ Simplifying ISO Certification Process through our diversified consultancy programs.
- ❁ Excellence in the Consulting Industry along with commitment to quality, good customer service, and timely delivery.
- ❁ Training courses provide insights and practical tools so that individuals and organizations can create safer and healthier working environments, our courses help to reduce ill health absence, quality enhancement, environmental compliance, improvement in productivity, high sales and other organizational benefits.
- ❁ We believe in sharing knowledge as our key process which our clients appreciate the most, unlike other consultants who only focus on implementation and certification of your company where your workforce is having zero knowledge of ISO Standardization. We professionally train you and make sure ISO standards are simplified enough and we work closely with you as a consultant to implement the standard within your organization.
- ❁ In addition to the sector knowledge and social competence, the client's appreciate the consultant's analytical abilities and proven practical knowledge of standards and processes. Customers located worldwide also appraised our cross-cultural competences.
- ❁ Our trainers are veterans in their respective fields and have handled more than 2,000 training program sessions. Irrespective of whether your organization is at the starting phase of ISO implementation or you are midway or you are approaching certification audit or your system is well established and matured, our ISO training services will surely add value to the overall effectiveness of your ISO management system and help the management realize their goal of sustainable competitive advantage.

- ❁ Simple and Hassle free
- ❁ Quick & fast turn around
- ❁ Well documented
- ❁ Guaranteed Results
- ❁ Total customer Satisfaction
- ❁ Affordable Price



## WHY CHOOSE US

Our focus stays with the customer, as we deliver value-adding services to enhance our customer's success. With us, you just don't attain an ISO certification but you achieve a management system that helps your organization in its true potential to improve processes and performance. After all, when certificate hangs in your reception area, we are entrusting our reputation into your hands!

All our Consultants have vast experience and have worked in the certification sector for longer than they care to admit. We pass on all that knowledge and experience to ensure our customers get the best possible solutions for their needs. All in a friendly and approachable way.

We aim to provide:

- \* Highly competitive pricing
- \* Friendly, down-to-earth, and of course, approachable auditors
- \* Excellent customer service and support, both in person and online
- \* The process of achieving and maintaining the certification helps ensure that you are continually improving.
- \* The regular assessment process improves staff responsibility, commitment and motivation.
- \* You'll achieve better overall performance and cut costs.
- \* You'll widen your market opportunities.

## Simplified Process to Achieve the ISO Certification





## Our Services

### ISO Certification

ISO Certification is a conformity of approval from an independent third party body that a company runs to one of the internationally recognized ISO management systems. ABS is one among the top branded ISO certification consultants in KSA. The overall aim of ABS is to provide its client ISO certification which will give confidence to all parties that a management system fulfils specified requirements. The value of certification is the degree of public confidence and trust that is established by an impartial and competent assessment by a third party.

### Accreditation Consultancy

ABS is the preferred accreditation consulting company for ISO 17025, ISO 17020 and ISO 15189 accreditations across the middle-east. We provide superior level of consulting covering all the standard requirements till you get the accreditation certificate in hand for your business.

Accreditation is a key issue for any business containing a testing or calibration laboratory. At ABS, we work with businesses seeking to gain a competitive edge through certification standards important to their clients and stakeholders.

### Auditing Services

ABS has the ability to conduct a thorough audit to not only ensure that your management system is running effectively, but to also ensure that you fully understand the certification & management system requirements. Our commitment is to deliver high-quality assurance auditing services. We provide comprehensive assurance audit services designed to deliver real value and underpin stakeholder confidence and trust which encompass the following types of audits: Internal Audit, Gap Audit, Process Audit, Product Audit, Supplier Audit

### Corporate Training

ABS help businesses and individuals to continually improve and professional growth with its scheduled and bespoke training. Lead Auditor, Internal Auditor, Management courses & Safety Training courses. We provide high-quality cost-effective support, helping our clients to think differently, identify and tackle barriers and to focus on the right things at the right time to achieve growth. ABS offers corporate training courses for professionals of all experience and skill levels.



# ISO CERTIFICATIONS

ISO Certification for your esteemed organization is a business decision which will result a strategic tool and guideline to help you tackle some of the most demanding challenges of modern business. It ensures that business operations are as efficient as possible, it increases productivity and help you to gain access in new markets. It is also mandatory for various prequalification processes and also a prerequisite for high scale bidding projects.

## ISO 9001

### Quality Management System Certification

ISO 9001 specifies the requirements for organizations that want to ensure continual improvement and meet customer's needs. ISO 9001 was specifically designed to serve as a guiding framework for organizations of all sizes and industries as it provides a firm customer focus, namely delivering qualitative goods and services, which subsequently leads to customer satisfaction.

#### Benefits of implementing ISO 9001 Management System

- Gain expertise on Quality Management Systems
- Help the organization to offer qualitative products and services
- Help the organization to reduce costs
- Gain competitive advantage
- Increase effectiveness
- Assist the organization to focus on risk-based thinking
- Contribute to the organization's continuous improvement
- Improve performance
- Streamline organizational operations
- Increase the efficiency of the supply chain management

## ISO 13485

### Medical Devices Management Systems Certification

ISO 13485 specifies requirements for a quality management system where an organization needs to demonstrate its ability to provide Medical Devices and related services that consistently meet customer requirements and regulatory requirements applicable to medical devices and related services.

#### Benefits of implementing ISO 13485 Management System

- Global Recognition
- Improved legal and regulatory or contractual requirements compliance
- Assistance in monitoring supply chain effectiveness
- Increased profit margins
- Improved product safety
- Increased Efficiency
- Proactive error detection and prevention
- Cost Savings
- More Effective Risk Management
- Increased likelihood of meeting Customer Requirements

## ISO 14001

### Environmental Management System Certification

ISO 14001 is a widely recognized international standard which specifies the requirements for organizations that want to enhance their environmental performance and increase their operational efficiency. The framework that is based on ISO 14001 will help organizations manage their short-term and long-term processes through the use of efficient resources, which will have a positive impact

#### Benefits of implementing ISO 14001 Management System

- Improve your image & credibility in the market
- Improvement in Cost control by reducing environmental incidents
- Minimize environmental impact
- Higher rate of success
- Increase environmental awareness within the organization
- Reduce the organization's costs and waste production
- Enhance the organization's profile and integrity
- Increase the profit
- Enable quicker improvement of processes



## ISO/TS 16949

### Quality Management Systems For Automotive Production And Relevant Service Part Organiza- tions Certification

ISO/TS 16949, defines the quality management system requirements for the design and development, production and, when relevant, installation and service of automotive-related products

ISO/TS 16949 is the only standard recognized worldwide related to quality management as it applies to any organization active in the automotive & motorcycle supply chain.

#### Benefits of implementing ISO/TS 16949 Management System

- Ability to enter auto manufacturing market
- Improve productivity, reduces waste and reduces defects
- Works within your organization and can be adaptable
- Improve your reputation
- Credibility to supply the automotive industry
- Process approach: ISO 16949 organizations will be able to identify improvements in efficiency and drive cost savings
- Continual improvement is another quality management principle of ISO 16949
- Employee motivation and empowerment

## ISO 20000

### Information Technology Service Man- agement System Certification

ISO/IEC 20000 is recognized as the first international standard for IT service management, which states the requirements for the service provider to plan, establish, implement, operate, monitor, review, maintain, and improve an SMS.

The standard includes two main parts which enable IT service providers to identify methods to develop the quality of the services they deliver to their clients.

#### Benefits of Implementing ISO 20000 Management System

- Improved credibility
- Increased client satisfaction
- Increased comprehension of business objectives
- Development of new capabilities
- Leveraged ITIL experience
- Increased ability to plan and control
- Reducing response time
- Decreased incidents
- Creates a culture of continuous improvement

## ISO 20121

### Event Sustainability Management System Certification

ISO 20121 event sustainability management systems is a comprehensive and systematic approach to embedding sustainability into the event planning cycle. This standard requires organizations to understand and manage sustainable development issues. However, it does not certify the event, but the management system of the organizations that sets up the event.

ISO 20121 is suitable for all sizes and types of events. It includes guidance on operational planning and controlling, stakeholders' engagement, and supply chain management.

#### Benefits of Implementing ISO 20121 Management System

- Financial profit - Applying sustainability principles, conserving energy, reducing waste, and purchasing local products among others can result in money saved.
- Positive reputation - Promoting the fact that you are organizing or hosting a sustainable event will give off a positive image to clients locally and globally.
- Environmental innovation
- Improve planning
- Better employee motivation and retention
- Reduce costs by better management of materials, waste reduction and energy management
- Competitive tendering
- Better client, supplier and community relations
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## ISO 28000

### Supply Chain Security Management Systems Certification

ISO 28000 is an international standard which addresses the requirements of a Security Management System (SMS) for the supply chain including those aspects critical to security assurance of the supply chain. ISO 28000 certification is applicable to all sizes of organizations, from small to multinational, in manufacturing, service, storage or transportation at any stage of the production or supply

#### Benefits of ISO 28000 Management System

- Facilitates trade and expedite the transport of goods across borders
- Monitors and manages security risks throughout your business and supply chain
- Gains a competitive advantage and new business opportunities
- Encourages companies to secure their own processes within supply chains
- Reassures stakeholders of your organization's commitment to the safety of individuals and security of goods and services
- Achieves cost savings through a reduction in security incidents
- Potential reduction in corporate insurance premiums

## ISO 37001

### Anti-bribery Management System Certification

ISO 37001 standard provides requirements for establishing, implementing, maintaining, reviewing and improving an anti-bribery management system. This standard is designed for all types of organizations from any sector and for any type of bribery they may face. This standard is designed to for all types of organizations, any type of sector and any type of bribery risk it faces, and apart from that it can be implemented as a standalone or can also be integrated into an overall management system.

#### Benefits of ISO 37001 Management System

- Reduce bribery risks by implementing financial controls in early stages
- Perform continuous improvement of anti-bribery practices
- Gain competitive advantage
- Ensure that business associates and customers are devoted to positive anti-bribery processes
- Prevent, detect and address bribery risks
- Increase international recognition
- Prevent conflict of interest
- Promote an anti-bribery culture

## SA 8000

### Social Accountability Man- agement System Certification

SA 8000 certification provides ongoing and reliable assurance that an organization is upholding social performance expectations, while also continuously improving their management systems to address and prevent social and labor risks.

#### Benefits of Implementing SA 8000 Management System

- Marketing advantage – more demand and value for goods from socially.
- Responsible manufacturers/suppliers.
- Enhancement of company productivity.
- Compliance to the laws of the land.
- Improvement of relationship with the Govt., NGOs, trade unions.
- Better image and position in labor market.
- Better corporate image.
- Increased value for the products.
- Trust building with the analysts and investors when evaluated against social performance.



### ISO 39001

#### Road Traffic Safety Management System Certification

ISO 39001 specifies requirements for a Road Traffic Safety Management System. It enables an organization that interacts with road traffic system, to reduce death and serious injuries related to road traffic crashes. This standard is applicable to public and private organizations that interact with road traffic system.

##### Benefits of Implementing ISO 39001 Management System

- Improves company image
- Reduces traffic accidents
- Improves working environment which leads to higher employee satisfaction
- Cost reduction on vehicles
- Competitive advantage toward your competitors
- Competitive advantage in tenders
- Less administrative procedures with insurance companies
- Commitment to Corporate Social Responsibility
- Safe and effective transportation
- Reduced service complaints
- Alignment regulatory law

### ISO 45001

#### Occupational Health And Safety Management Systems Certification

ISO 45001 is a family of standards relating to the Occupational health & safety. It establishes requirements for an Occupational Health & safety Management System (OH&S) and is based on the continuous improvement model PDCA (Plan-Do-Check-Act). An effective Occupational Health and Safety Management System promotes a safe and healthy working environment.

##### Benefits of ISO 45001 Management System

- Eliminates or minimizes risk to employees
- Contributes in a healthier and safer working environment
- Demonstrates confidence in your organization
- Reduces downtime risks through on-site accidents
- Ensures legislative and regulatory compliance
- Reduces the likelihood of prosecutions and fines
- Established trust and credibility
- Reduced complaints
- Reassures customers who take an active interest in environmental performance that they are working with a company which promotes a shared environmental ethic.

### ISO 50001

#### Energy Management Systems Certification

ISO 50001 is a management system that helps you improve the energy performance in your business, and use the energy more efficiently. Thus, the objective of this standard is to cut energy costs while improving business sustainability. ISO 50001 gives organizations a recognized framework for developing an effective energy management system

##### Benefits of ISO 50001 Management System

- Reduced carbon footprint and greenhouse-gas emissions
- Meet mandatory energy efficiency goals or legislations
- Energy cost reductions, Energy efficiency
- Increase credibility intended for customers and stakeholders
- More effective risk management
- Help manage a in sink decision making procedure with all staff members
- Provides continual assessment and improvement
- Less polluted, healthier and safer environment, Green Manufacturing



### GMP

#### Good Manufacturing Practice Certification

GMP refers to the Good Manufacturing Practice Regulations promulgated by the US Food and Drug Administration under the authority of the Federal Food, Drug, and Cosmetic Act.

Regulations require that manufacturers, processors, and packagers of drugs, medical devices, some food, and blood take proactive steps to ensure that their products are safe, pure, and effective

##### Benefits of Implementing GMP Management System

- Enhances the food safety management system
- Increases consumer confidence in your products
- Helps to decrease operating costs due to rework and penalties due to non-compliance
- Helps boost export opportunities.
- Reduced duplication of inspections
- Cost saving
- Operating costs drop as rework and penalties due to non-compliance reduce and efficiencies increase.
- Help customers, employees, stockholders, regulators and competitors develop sustainable respect for an organization

### BRC

#### British Retail Consortium Certification

The BRC (British Retail Consortium) was published by the union of British supermarket chains, the BRC. It requires documented approval to ensure food quality and safety.

These food quality and safety standards are published by retail trade groups. Any company wishing to supply its food products to those retailers must meet the required standards. The retailers request that an independent third party approves the quality and food safety system of the supplier

##### Benefits of Implementing BRC Management System

- Access markets like UK, Germany, France & other markets where BRC is requirement
- Strengthened relationships with retail distributors
- Increased transparency
- Reinforced customer confidence
- Streamlined production
- Minimization of significant food risks
- Effective control of internal processes and minimizing risk of failure
- Focus kept on your essential challenges

### HACCP

#### Hazard Analysis & Critical Control Point Certification

HACCP (Hazard Analysis & Critical Control Point)

HACCP certification instantly demonstrates to customers your commitment to producing or trading in safe food. This evidence-based approach can be particularly beneficial when you are subject to inspection by regulatory authorities or stakeholders.

Demonstrating a real commitment to food safety through HACCP compliance can also transform your brand and act as an effective entry-to-market tool, opening up new business opportunities around the world.

##### Benefits of implementing HACCP Management System

- A HACCP Plan acknowledges the responsibilities of the industry for food safety.
- A HACCP Plan minimizes the limitations of traditional food management systems such as end-product testing and inspection.
- A HACCP Plan improves consumers' confidence in the product.
- A HACCP Plan minimize the possibility of food poisoning.
- In a long run, a HACCP Plan lowers production cost on raw material wastage and food recall.



## ISO 27001

### Information Security Management System Certification

ISO 27001 assists you to understand the practical approaches that are involved in the implementation of an Information Security Management System that preserves the confidentiality, integrity, and availability of information by applying a risk management process.

#### Benefits of ISO/IEC 27001 Management System

- Obtained the necessary expertise to support an organization to
- implement an Information Security Management System that complies with ISO/IEC 27001
- Implementing a management system that covers the entire organization will help to control how and where information is stored and used.
- Provide continual prevention and assessments of threats within your organization
- Understood the risk management process, controls, and compliance obligations
- Acquired the necessary expertise to manage a team to implement an ISMS
- The ability to support organizations in the continual improvement process of their Information Security Management System
- Assessing the potential risks to your business and identifying areas that are vulnerable.
- Maintaining a process to manage current and future information security policy.
- Making employees and third party contractors aware of the risks and incident reporting.
- Monitoring system activity and logging user activities.
- Keeping IT systems up to date with the latest protection.

## ISO 22000

### Food Safety Management System Certification

ISO 22000 sets out the requirements for a food safety management system and can be certified to. It maps out what an organization needs to do to demonstrate its ability to control food safety hazards in order to ensure that food is safe. It can be used by any organization regardless of its size or position in the food chain.

ISO 22000 integrates the principles of the Hazard Analysis and Critical Control Point (HACCP) system and application steps developed by the Codex Alimentarius Commission. By means of auditable requirements, it combines the HACCP plan with prerequisite programs. Hazard analysis is the key to an effective food safety management system

#### Benefits of implementing ISO 22000 Management System

- Minimizes the experience of low-quality and health risk foods
- Increases food safety in the entire food Safety industry
- Increases trust by the public, industry and the public sector
- Compliance with legal and Codex HACCP principle.
- Fewer errors and customer complaints.
- Continual improvement in products & processes.
- Sustainable food safety performance.
- Improves consumer / supplier /regulator confidence and relationships.
- Platform for process and management control and improvement.
- Competitive advantage in the marketplace.
- Promotes international trade.



## ISO CERTIFICATIONS

### ISO 55001

#### Asset Management Systems Certification

The ISO 55001 standard guides businesses to control and manage the life-cycle of an asset. Depending on the type of the asset, the life-cycle of assets goes throughout different stages such as acquisition, construction, operation, and maintenance. Hence, ISO 55001 can be applied to all sizes or businesses and all types of assets.

##### Benefits of ISO 55001 Management System

- Improved performance of an asset management and control of its life-cycle
- Reduced risks and costs related to assets ownership
- Identifies and encourages more efficient and time saving processes
- Provides and maintains business growth
- Planned long term investment opportunities
- Improved communication and relation among departments
- Improves the reputation of the organization
- Improved quality and services sustainability

### ISO 22301

#### Business Continuity Management Systems Certification

BCE constitutes the requirements from ISO 22301, which allow various departments of your company to provide a practical framework for setting up and managing an effective business continuity management system with less guidance from management – without putting in risk the fundamental ideas behind the ISO 22301 framework.

##### Benefits of ISO 22301 Management System

- Reduced implementation efforts through less controls
- Helps you save costs by reducing costs of tendering
- No extra training necessary for already certified ISO 22301 implementers and auditors
- Demonstrates to key stakeholders (customers, suppliers and partners) that your organization is resilient
- Gain a competitive advantage and enhance the reputation of your organization
- Ensures continuity of provided products and services and reduces impacts of emergencies and breakdowns
- Ensures compliance with legislation, regulators and customers



## ISO 41001

### Facility Management Systems Certification

ISO 41001 is an international management system standard that sets out the requirements for facilities management implementation, including facilities management policy development and the setting of appropriate objectives. The standard can be applied to any organisation, large or small, in all industrial, commercial, public and service sectors. The requirements specified in ISO 41001:2018 are non-sector specific and intended to be applicable to all organizations, or parts thereof, whether public or private sector, and regardless of the type, size and nature of the organization or geographical location.

It can be integrated with other management systems also. Adopting the standard can help a facilities management service or department to demonstrate the quality of its services either within a larger organisation or to clients and other interested parties. The organisation after successful implementation will:

- Demonstrate effective and efficient delivery of FM that supports the objectives of the demand organization;
- Aims to consistently meet the needs of interested parties and applicable requirements;
- Aims to be sustainable in a globally-competitive environment.

Having a standardized approach to facilities management is envisioned to deliver the following benefits:

- Improved safety, health, well-being and productivity of workforce
- Better efficiency and effectiveness, hence improving organizational cost benefits
- Enhanced communication of FM methodologies and requirements among and between public and private sector organizations
- Improved consistency of service levels delivered
- Providing a common platform for all types of organizations
- More efficient use of resources and improved financial performance
- Improved risk management and protection of people and the environment
- Increased capability to deliver consistent and improved services and products, thereby increasing value to customers and all other stakeholders

Audit

Law



## ISO 30405

### Human Resource Management Guidelines on Recruitment

ISO 30405 has developed a set of guidelines which will help the companies overcome obstacles and ensure a smooth and effective recruitment process. It aims to help organizations focus and deliver on recruitment performance objectives by providing guidance on efficient processes and procedures necessary for the recruitment of people. ISO 30405:2016 can be used by any organization regardless of type or size. ISO 30405:2016 provides guidance on how to attract, source, assess and recruit people. It focuses on key processes and practices, including:

- recruitment policy development;
- the flow from the sourcing of potential applicants to the boarding of new recruits;
- evaluation and measurement.

While Human resource management performs many roles, the five main functions of HRM are as follows:

#### Recruitment and selection

The goal of this process is to attract the qualified applicants while discouraging unqualified individuals from applying for a position.

#### Employee orientation

Providing new employees with orientation is a critical factor in helping a new employee adjust himself with the employer and his new job.

#### Maintaining Good Working Conditions

One of the fundamental duties of the human resource department is to motivate workers while ensuring their health and safety in the workplace. This will lead to an increase in employee satisfaction.

#### Managing Employee Relations

Employees are the backbone of a business and maintaining a good employee relationship is crucial. Human resource management has the ability to influence employee behaviour and worker efficiency.

#### Employee Training and Development

Lastly, training and development are the indispensable functions of human resource management. It is an attempt to improve the current or future performance of an employee by increasing the ability of an employee through educating and increasing one's skills or knowledge.



## ISO 30414

### Human Resource Management Guidelines for Internal and External Human Capital Reporting

ISO 30414 provides guidelines for internal and external human capital reporting (HCR). The objective is to consider and to make transparent the human capital contribution to the organization in order to support sustainability of the workforce. It is applicable to all organizations, regardless of the type, size, nature or complexity of the business, whether in the public, private or voluntary sector, or a not-for-profit organization.

This standard aims to provide meaningful, comparable, and consistent data to boards and investors about human capital. If this helps bring serious investor attention to human capital it will bring a new energy to the HR function.

The human capital standard covers core HR areas such as:

- Compliance and ethics;
- Costs;
- Diversity;
- Leadership;
- Organizational culture;
- Organizational health, safety and well-being;
- Productivity;
- Recruitment, mobility and turnover;
- Skills and capabilities;
- Succession planning; and
- Workforce availability.

ISO 30414 guidelines for human capital (HC) reporting for internal and external stakeholders include most of the key elements involved with Enterprise Engagement will attract the attention of leading investors and executives interested in sustainable financial performance

## ISO 30409

### Human Resource Management Guidelines on Workforce Planning

ISO 30409:2016 provides guidelines and a framework for workforce planning that are scalable to the needs of any organization regardless of size, industry or sector. Organizations of all sizes are in need of workforce planning advice and support to enable industry, organizations and businesses to advance their workforce planning capabilities and to respond more effectively to the current and projected demands of the labour market. Workforce planning can allow people to know the current and future talent requirements of an organization, which better the hiring process and future workforce. ISO 30409:2016 identifies is "job criticality". This classifies the roles by their level of importance to the organization, which can facilitate an efficient allocation of resources.

Benefits of implementing ISO 30409:

- Improvement in workforce planning;
- Better information on the implementation and monitoring of workforce planning;
- Better knowledge of the recommendations of workforce planning in HR management.
- Improved Employee Relations
- Improved Employee Training and Development
- Identification of critical resources (human and other)
- Clear understanding of organizational goals by the entire workforce



## ISO 17100

### ISO 17100 Translation Services Requirements for Translation Services

ISO 17100:2015 is the internationally recognised standard for translation services and was created to respond to the market's need for a universally accepted benchmark. It provides requirements for the core processes, resources, and other aspects necessary for the delivery of a quality translation service that meets applicable specifications. The standard does not apply to interpreters.

Application of ISO 17100:2015 also provides the means by which a translation service provider (TSP) can demonstrate conformity of specified translation services to ISO 17100:2015 and the capability of its processes and resources to deliver a translation service that will meet the client's and other applicable specifications.

The ISO 17100 standard integrates terminology used in the translation field, by creating a standard structure for translation services. It simplifies the interaction between clients and translator in terms of their contractual needs

#### ISO 17100 certification Benefits for the organization:

- Gives confidence that potential translators work to a recognised standard and are committed to maintaining those standards in the industry
- Prove the company's capability to provide a quality service through a fully traceable system, ensuring case files are fully backed up and retrievable and that important work is not lost.
- Reduces the need to spend time checking qualifications and CPD records of freelancers to ensure they meet the standard
- It ensures that client cases are managed, coordinated and scrutinized for accuracy by a qualified case manager - eliminating the margin for error and / or customer complaints.
- Increase customer confidence and giving reassurance to the prospective clients that you follow a recognized specialist standard while under taking their translation requirements.
- Provide assurance that you employ appropriately qualified staff – both interpreters and translators are qualified to undertake the task in a professional and effective manner to the latest industry standards.
- Heighten morale and motivation as employees have defined processes and procedures that result in a quality and consistent service being provided.



## ISO 31000

### Risk Management System Certification

It provides principles, a framework and a process for managing risk. It can be used by any organization regardless of its size, activity or sector.

By developing the Risk Management system to account for the unexpected in managing risk and continually assessing and updating their offering that will create the possibilities for long-term success of an organization and optimizing their processes. ISO 31000 is an international standard that provides principles and guidelines for effective risk management. It outlines a generic approach to risk management, which can be applied to different types of risks (financial, safety, project risks) and used by any type of organization.

With 11 unique principles, ISO 31000 specifies a framework which the subsequent models of the standard can be based on. They clarify the importance of risk management and provide basic instructions for structuring a risk management system.

It shall help organizations increase the probability of achieving objectives, improve the identification of opportunities and threats and effectively allocate and use resources for risk treatment. It helps standardize the steps you take to evaluate and manage risk, leaving you with a formal and standardized workflow.

#### Benefits of ISO 31000 Certifications

- ISO 31000 is a systematic and logical process for managing risk and uses a methodology that focuses on the company vision, mission, and objectives
- Focus on goals: by following international best practices on risk assessment you are more likely to meet your goals.
- Lower costs: through intensive risk analysis you increase your chances of immediately taking good decisions, reducing a lot of unnecessary costs.
- Even if an organization already has a formal process for managing uncertainty ISO 31000 shall carry out a critical review of its existing practices and processes.
- Risk-aware culture: the standard makes sure well-informed decisions are being made on all levels. For example, when assigning resources.
- Stronger reputation: an organization that implements the guidelines from ISO 31000 shows the outside world it not only identifies risks but also analyses and controls them.
- Spotting opportunities: the revised ISO 31000 emphasizes that risks aren't necessarily negative, but can also have a positive impact on your goals.
- Builds confidence in shareholders' risk management
- Improves the performance and resistance of the management system
- Protects your company as you grow by responding effectively to change



## ISO 21001

### Educational Organizations Management System Certification

ISO 21001:2018 specifies requirements for a management system for educational organizations (EOMS) when such an organization:

- Needs to demonstrate its ability to support the acquisition and development of competence through teaching, learning or research;
- Aims to enhance satisfaction of learners, other beneficiaries and staff through the effective application of its EOMS, including processes for improvement of the system and assurance of conformity to the requirements of learners and other beneficiaries.
- Poised to have a significant impact on critical elements of quality assurance in higher education

All requirements of ISO 21001:2018 are generic and intended to be applicable to any organization that uses a curriculum to support the development of competence through teaching, learning or research, regardless of the type, size or method of delivery and/or Educational organizations within larger organizations whose core business is not education, such as professional training departments and does not apply to organizations that only produce or manufacture educational products.

Benefits of the ISO 21001 EOMS Certification include:

- ISO 21001 provides a framework that ensures that education providers are offering the highest quality instruction available to learners
- Provide personalized training and effective response to all learners
- It will empower you to deliver more effective and efficient educational services, offering a customized experience to every learner, while supporting people with special educational needs.
- ISO 21001 helps educational organizations to ensure that learners receive the desired quality of education, while improving the learner's productivity, safety and wellbeing.
- A continual approach and process for demonstrating the efficiency and a tool to improve it.
- Enhance competitiveness and credibility – by implementing an effective EOMS, which complements a learner-centric approach.
- Sustainable growth – a powerful EOMS addresses the education sector's key challenges, leaving you better positioned to appraise and realize new opportunities.
- Enhance the reputation of your educational institution.
- ISO 21001 Defines the organization policy that supports the educational organization's mission and vision while defining the educational organization objectives at relevant functions, levels, and processes needed for the EOMS.
- Identify requirements for the educational products and services including additional requirements for special needs education.



## ISO 10002

### Educational Organizations Management System Certification

ISO 10002 provides the guidelines for the process of complaints handling related to products and services within an organization, which includes planning, design, development, operation, maintenance and improvement. The complaints-handling process described can be used as one of the processes of an overall quality management system.

ISO 10002 is intended for use by any organization, regardless of its type and size, or the products and services offered. It is also for use by organizations in all fields. ISO 10002:2018 is not applicable to disputes referred for resolution outside the organization or for employment-related disputes

#### Benefits of ISO 10002 Certification

By implementing the 10002, it will cover the following aspects of and improves the complaints handling process by:

- Enhancing customer satisfaction by creating a customer-focused environment using customer feedback (including complaints), resolving any complaints received, and improving the organization's ability to improve its products and services, including customer service;
- Top management involvement and commitment through adequate acquisition and Availability of resources, including competency and development training;
- Finding and addressing the needs and expectations of complainants;
- Providing complainants with an open, effective and easy-to-use complaints process;
- Analyzing and evaluating complaints in order to improve the quality of products and services, including customer service;
- Auditing of the complaints-handling process;
- Reviewing the effectiveness and efficiency of the complaints-handling process.
- ISO 10002 provides you with guidelines for to design the unique complaints management system
- Achieve operational efficiency to identify trends and causes of complaints.
- Resolve more complaints by adopting a more customer-focused approach.



### ISO 29993

#### Learning Services Outside Formal Education Management System Certification

ISO 29993:2017 specifies requirements for learning services outside formal education, including all types of life-long learning (e.g. vocational training and in-company training, either outsourced or in-house).

ISO 29993 is basically intended for non-formal education service providers, training institutes and learning service providers. It is not aimed at schools, colleges and universities providing learning services as part of a formal education system, but it can be useful to them as a tool for reflection and self-evaluation.

The key features of these kinds of services are that the goals of learning are defined and the services are evaluated, and that they involve interaction with the learner. The learning can be face-to-face, mediated by technology or E learning, or a blend of both. These include any learning services provided by a learning service provider (LSP) that are addressed to learners themselves, as well as to sponsors who are acquiring the services on behalf of the learners.

In cases where the learning service provider is part of an organization that delivers products (i.e. goods and services) in addition to learning services, ISO 29993:2017 only applies to learning services.

#### Benefits of ISO 29993 Certification to the Learning Service providers

- The standard recognizes the importance of the learner's informed decision on the use of learning services by establishing requirements for the information to be provided to the learners and Sponsors also.
- Align various elements of learning services, including advertising, information provided to learners, needs analysis, design, assessment and evaluation, for the purpose of improving the effectiveness, efficiency and transparency of learning services.
- Enhance the credibility of learning services for the organizations.
- Provide a model for improving learning services that can be shared within an organization.
- Provide an internationally recognized instrument that demonstrates the reliability and quality of learning services.



## ACCREDITATION

Laboratory accreditation or inspection body accreditation is a 3rd party assessment of a Calibration or Testing laboratory, inspection body by the Accreditation Body, to evaluate its compliance to the requirements of ISO/IEC standards and any addition applicable accreditation policies.

### ISO 17025, General requirements for the competence of testing and calibration laboratories Consultancy & Training

Active Business Solutions is the preferred ISO 17025 consulting company for ISO 17025 laboratory accreditation across the middle east. We provide superior level of service and consulting covering training, documentation, implementation assistance, internal audit and accreditation process assistance

Using the ABS approach to ISO 17025 Accreditation in a Laboratory covers:

- Developing and implementing a standard operating procedures
- Developing and implementing authentic work process for each of the test
- Identifying and implementing appropriate global method statements for each test
- Developing technically competent employees and Awareness training
- Producing records demonstrating conformance with ISO 17025's requirements.
- Define the scope of accreditation
- Undertake measurement uncertainty analysis
- Undertake inter-laboratory comparison for your test
- Guide on Equipment Calibration Program
- Prepare your staff to face the accreditation board
- Undertake relevant training for your employees
- Undertake schedule of internal audits & Surveillance Audit
- Act as your third-party professional laboratory/quality advisory board or quality management department.

## BENEFITS OF ACCREDITATION

- National and international recognition
- Public and industry acceptance
- Assurance to clients of good laboratory practice
- Provides global equivalence
- Provides comparability in measurements
- Decision makers can rely on test results
- Improves staff motivation
- Ensures better support in the event of legal challenge
- Saves money by getting it right at first time.



## ISO 15189, Medical Laboratories - Requirements for Quality And Competence Consultancy & Training

ISO 15189 aims at creating a standard measure of quality in medical laboratories. The standard has developed initiatives to promote competence and responsibility in medical laboratory processes, equipment's and outcomes.

Active Business Solutions is the preferred consulting company for ISO 15189 Medical Test laboratory accreditation across the Middle East. We will get your laboratory accredited quickly. Our consultants have extensive knowledge of working with various accreditation bodies for Medical Test Laboratory Management System Accreditations.

Using the ABS approach to ISO 15189 Accreditation in a Laboratory covers:

- Developing and implementing ISO 15189 Standard.
- Detailed analysis of medical laboratory procedures in a bid to make sure that all weaknesses have been identified.
- Detailed evaluation reports of the existing quality management system as well as other monitoring and evaluation reports.
- Developing and implementing authentic work process for each of the test.
- Identifying and implementing appropriate global method statements for each test.
- Developing technically competent employees & relevant training for your employees.
- Producing records demonstrating conformance with ISO 15189 requirements.
- Define the scope of accreditation.
- Undertake measurement uncertainty analysis & Guide on Equipment Calibration Program.
- Prepare your staff to face the accreditation board.
- Undertake schedule of internal audits & surveillance audits.
- Act as your third-party professional laboratory/quality advisory board or quality management department.

## BENEFITS OF ACCREDITATION

- It improves testing results and efficiency;
- National and international recognition and reputable image of your organization through quality assurance and Management system;
- Public and industry acceptance globally.
- Assurance to clients of good laboratory practice.
- It promotes modern laboratory practices that include professionalism and expertise in conduction of medical activities in the labs.
- Insurer provides lower premium to accredited organizations.
- Provides comparability in measurements.
- Decision makers can rely on test results.
- Ensures better support in the event of legal challenge.
- Saves money by getting it right at first time.



## ISO 17020, Conformity assessment -Requirements for the operation of various types of bodies performing inspection

ISO 17020 is the procedure for Inspection body accreditation by which an authoritative body gives a formal recognition that an inspection body is competent and impartial to carry out the inspection service according to The objective of accreditation is to assure the clients of the quality of the inspection service of the inspection body as well as to avoid duplicate inspection.

Active Business Solutions is the preferred consulting company for ISO 17020 laboratory accreditation across the Middle East. We will get your organization accredited quickly. Our consultants have extensive knowledge of working with various accreditation bodies for Inspection Body Management System Accreditations

Using the ABS approach to ISO 17020 Accreditation in an Organizations covers:

- Developing and implementing ISO 17020 Standard.
- Requirements for independence, impartiality, integrity & Confidentiality
- Inspection methods and procedures
- Handling of inspection samples and items
- Control of records
- Undertake relevant training for your employees.
- Define the scope of accreditation.
- Procedure for protecting the integrity of data produced by the organization
- Procedure for ensuring the security of data produced by the organization
- Procedure for performing inspections & for avoiding deterioration or damage to inspection items
- Prepare your staff to face the accreditation board.
- Undertake relevant training for your employees.
- Undertake schedule of internal audits.
- Undertake your annual surveillance audits.
- Act as your third-party professional organization/quality advisory board or quality management department.

## BENEFITS OF ACCREDITATION

- An ISO 17020 accredited inspection body has a definite advantage over competitors.
- Establish confidence of management and clients on results as well as reports and enlarge client trust as well as market share.
- International recognition and credibility.
- Comparative analysis of data as well as perfect record keeping.
- Enhanced level of motivation, co-operation, workmanship and quality alertness including competence
- Enhanced effectiveness, productivity and efficiency in the overall Inspection bodies operation.
- Give guidelines and better control for maintenance of tools, preservation of inspection records etc.
- Greater control of procedures and activities throughout Inspection bodies.
- Savings in terms of time and money due to decrease or removal of re-inspection / re-work etc.
- Insurer provides lower premium to accredited organizations.



## Auditing Services

The ISO standards emphasize the importance of audits as a management tool for monitoring and verifying the effective implementation of an organizations' management system, be it Quality, Environmental, Occupational Health and Safety, or information security management standard, Food safety management system, HACCP or any other ISO Standards.

We are approved vendor assessment auditing partners for most of the international organizations, we can provide unbiased audits for vendor prequalification, supplier assessment, project compliance audits, internal audits, gap assessment audits, etc.

Our Auditing Services encompass the following types of audits:

### Internal Audit

Organizations certified to an ISO Standard, or in the process of certification, are required to conduct internal audits at periodic intervals. Internal audits can be conducted by employees internal to the organization, however, they can also be "outsourced" – to a competent organization like ABS.

### Gap Audit

The purpose of the Gap Analysis or Gap Assessment is to find the gaps between an organization's management system and the ISO criteria they are aiming to conform with or certify to. The results of the Gap Analysis should outline, clause by clause, what requirements of the defined criteria are not being met or cannot be verified as being fulfilled; and what needs to be completed in order to meet those requirements.

### Process Audit

Process audits seek to improve selected processes by finding out how they perform against defined criteria. One of the benefits is the intense focus on the selected processes. This means the Auditor may spend one, or more days on a single process, reviewing all aspects of it, from top to bottom, within the defined criteria. Such an exercise is bound to find several opportunities for improving the process in a significant way.

### Product Audit

Product Audits evaluate actual product, product family, parts, or product components against a certain specification, which is the criteria for the audit. Product Audits seek to find out if the product meets the exact requirements called out in the criteria used, or if the product performs as expected. Those requirements can be self-imposed, customer driven, governmental, or industry requirements

### Supplier Audit

A Supplier/Vendor Audit seeks to verify physically or on-site at the supplier's premises that they are complying with certain defined criteria. This audits provide certainty that the Supplier/Vendor has the capability to provide products and/or services to your organization, that meet your own Quality, Environmental, Safety, Information Security, On-Time Delivery, or other requirements or criteria as applicable.



## ISO Care Services

"Management is doing things right, leadership is doing the right things"  
"ISO Management services made easy"

## Outsourced Management system consultation & Auditing Services

ISO Standards are a tried and tested way to work more efficiently and effectively. They help organizations to improve their performance, reduce their risk and help them be more sustainable.

ISO Mgt. System Care Services is a professional outsourcing service where We work with you to identify and design a maintenance service package to meet your exclusive needs Depending on your requirements, Our ISO consultant can work on your system on a weekly, monthly, quarterly or annual basis on nominal cost as compared to full time internal auditor or Quality professional.

Outsourcing the maintenance of your ISO Management System provides:

- A significant cost-saving solution maintenance of your ISO Management System by highly trained ISO consultant irrespective of size of an organization
- Reducing business risk and improve your business performance
- Becoming more sustainable
- In a global economy of rapidly emerging new technologies and markets, standards help set the rules and establish the frameworks, making it easier to innovate successfully.
- Success is all about how you perform at every level of your organization. ISO standards promote a culture of continual improvement.

### How it will work?

ABS Business Consulting will assign a dynamic professional ISO consultant who will work with you on an on-going basis to assist you in the execution and maintenance of your ISO management system. The Consultant will ensure that your documented processes and procedures are followed and appropriate records are maintained in accordance with the requirements of your management system.

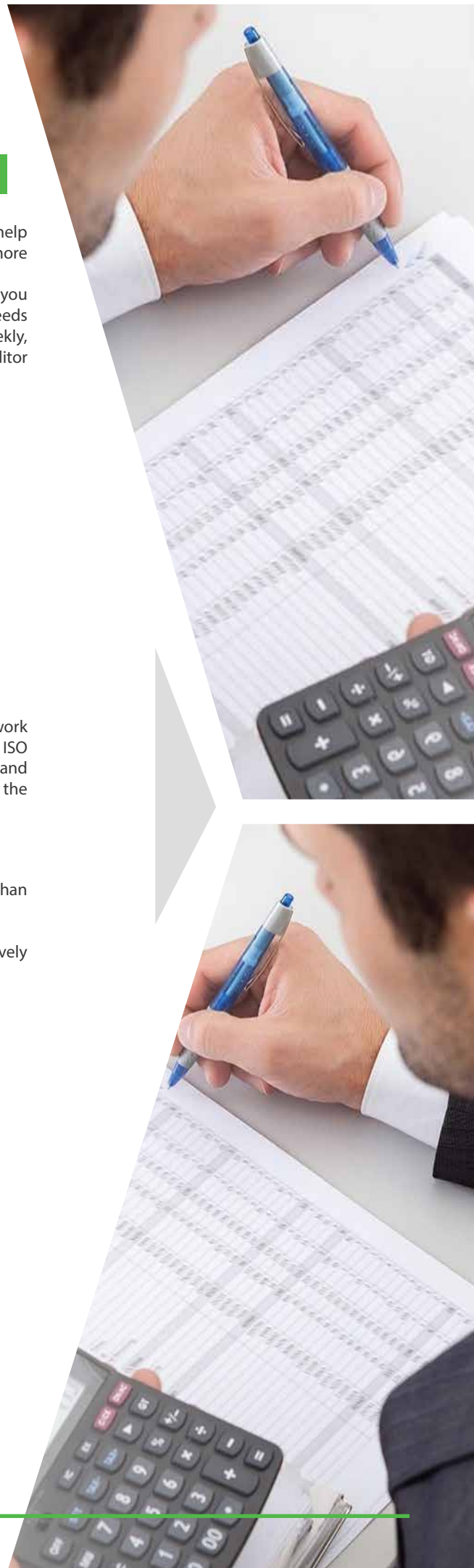
### How much does it cost?

The cost will be decided as per the requirement prior to agree it will cost you much less than the full time internal auditor and/or Quality professionals

A payment plan will be agreed to suit your individual requirements

"Generally it will cost you one third of the internal auditor annual salary and it is exclusively depend upon the size of the organization"

### Outsourced vs Co-Sourced Internal Audits



## CORPORATE TRAINING

Our training programs are designed specially to handle the organizational personnel development and job-oriented competence enhancement to bring out the best talent from your team. Our training programs are 100% customized to the specific needs of your organization. They are exhaustive yet delivered in the simplest methodology and are full of interactions that consist of class presentations, mock audits, assignments, role play, examinations, etc.

### IN-HOUSE INTERNAL AUDITOR COURSES

1	ISO 9001 - Internal Auditor Course	2 Days
2	ISO 14001 - Internal Auditor Course	2 Days
3	ISO 45001 - Internal Auditor Course	2 Days
4	ISO 22000 - Internal Auditor Course	2 Days
5	ISO 27001 - Internal Auditor Course	2 Days
6	ISO 13485 - Internal Auditor Course	2 Days
7	ISO 17025 - Internal Auditor Course	2 Days
8	ISO 15189 - Internal Auditor Course	2 Days
9	HACCP - Internal Auditor Course	2 Days
10	ISO 22301 - Internal Auditor Course	2 Days
11	ISO 37001 - Internal Auditor Course	2 Days
12	ISO 16949 - Internal Auditor Course	2 Days
13	BRC - Internal Auditor Course	2 Days
14	ISO 28000 - Internal Auditor Course	2 Days
15	ISO 39001 - Internal Auditor Course	2 Days
16	ISO 50001 - Internal Auditor Course	2 Days
17	ISO 55001 - Internal Auditor Course	2 Days
18	ISO 20000 - Internal Auditor Course	2 Days

### IN-HOUSE LEAD AUDITOR COURSES

1	ISO 9001 - Lead Auditor Course	5 Days
2	ISO 14001 - Lead Auditor Course	5 Days
3	ISO 45001 - Lead Auditor Course	5 Days
4	ISO 22000 - Lead Auditor Course	5 Days
5	ISO 27001 - Lead Auditor Course	5 Days
6	ISO 13485 - Lead Auditor Course	5 Days
7	ISO 22301 - Lead Auditor Course	5 Days
8	ISO 37001 - Lead Auditor Course	5 Days

### IN-HOUSE HEALTH AND SAFETY COURSES

1	Defensive Driving Course	2 Days
2	Disaster Management Course	2 Days
3	Electrical Safety Course	2 Days
4	Emergency Management Course	2 Days
5	Evacuation Plan Course	2 Days
6	First Aid Training Course	2 Days
7	House Keeping Course	2 Days
8	Incident Investigation Course	2 Days
9	IOSH Course	2 Days
10	OHS Course	2 Days
11	Permit to Work Course	2 Days
12	Fire Prevention Plan Course	2 Days
13	Risk Analysis Training Course	2 Days
14	Scaffolding Safety Course	2 Days
15	Work at Height Course	2 Days
16	HSE basic awareness Training	2 Days
17	Accident investigation Training	2 Days
18	Risk analysis Training	2 Days
19	Method statement Training	2 Days
20	Prevention plan Training	2 Days
21	Work permit Training	2 Days
22	MSDS Training	2 Days
23	Fire warden Training	2 Days
24	Fire extinguisher Training	2 Days



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