



**QUALITY MANAGEMENT CENTER –
ЦЕНТР МЕНЕДЖМЕНТА КАЧЕСТВА**



HOW QMC HELPS COMPANIES TO IMPROVE THE COMPETITIVENESS AND TO GET CUSTOMERS

**Almaty, Atyrau, Uralsk
March 2018**



We are 15



Quality Management Center (**QMC**) is the first organization in Central Asia dedicated to provide ISO management systems' standards training and consulting services at international level, which was established by USAID EDP-project in 2002 implemented by The Pragma Corporation (USA).

The headquarters of QMC is located in Almaty.
In addition QMC has offices in Atyrau and Uralsk.

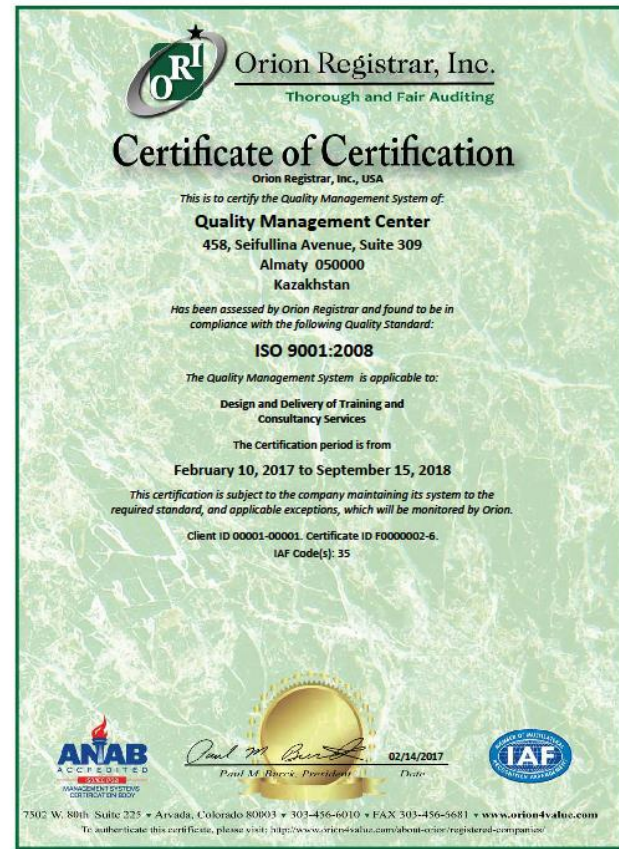




To the Heights of Quality!



QMC has implemented its own Quality Management System. It is compliant to ISO 9001 international standard - since 2004





To the Heights of Quality!



- ✓ QMC is a member of Association of Oil Service Companies of Kazakhstan
- ✓ QMC is a member of Chamber of Management Consultants of Kazakhstan - CMC-KZ
- ✓ QMC consultants are IRCA certified auditors, PECB certified lead implementers of various ISO management system's standards, PECB certified risk managers, PECB certified trainers





QMC helps businesses to gain international recognition

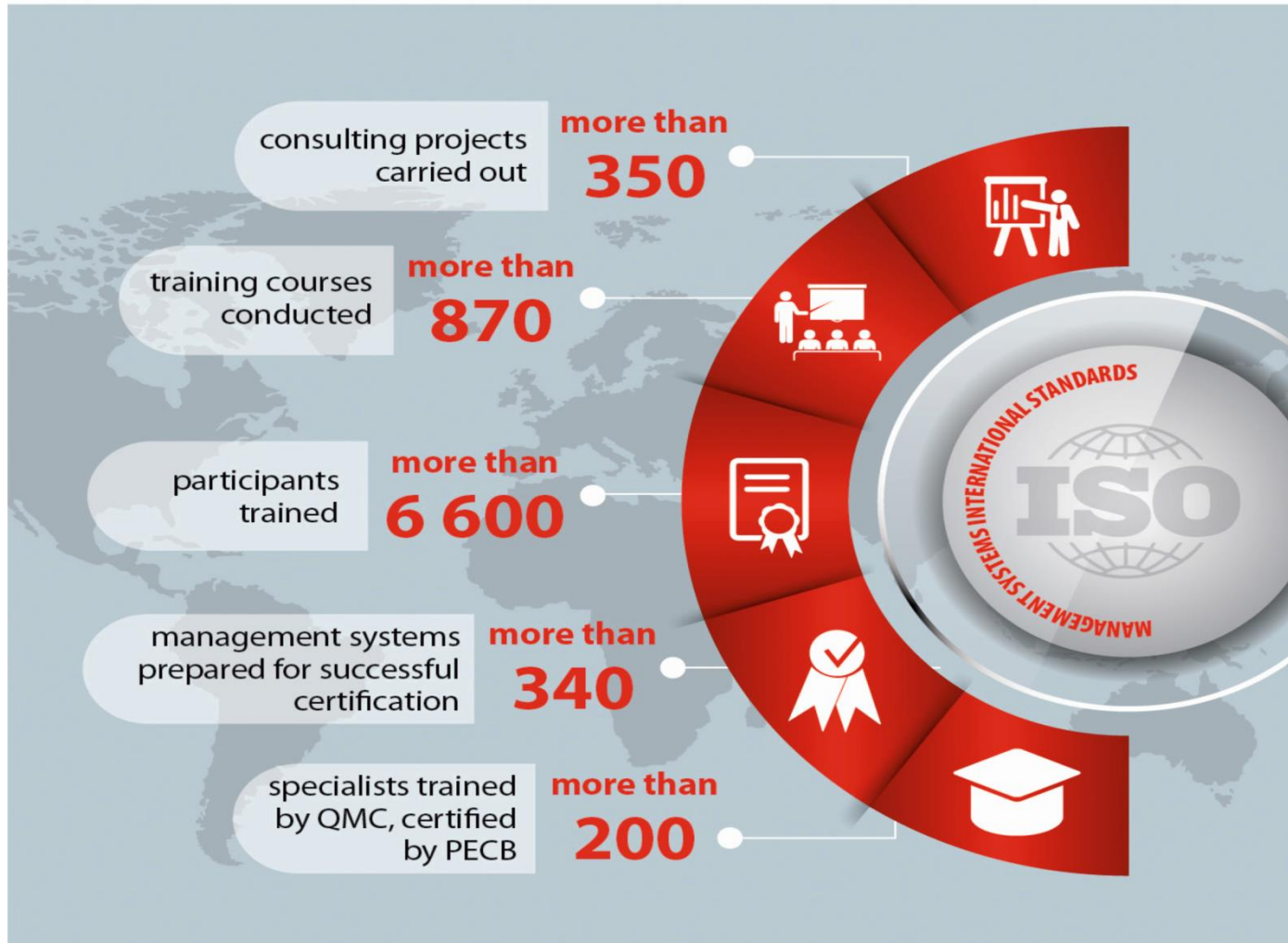
Quality Management Center offers training and consulting services on design and implementation of Management Systems in compliance with ISO and other International Standards.

Training and consulting services of **QMC** helps companies and organizations of various industries to adjust standards' requirements to their specific businesses in order to successfully pass certification audits for compliance with **ISO 9001, ISO 13485, ISO 14001, ISO 17025, ISO 22000/HACCP, ISO 22301, ISO/IEC 27001, ISO 37001, ISO 45001, ISO 50001**



QUALITY MANAGEMENT CENTER

We are 15





QMC Consultants-Trainers-Auditors





QMC Mission

QMC mission is to assist companies and organizations striving for quality and for international recognition to improve the competitiveness and to enhance sustainability by providing training and consulting on ISO and other International Standards on Management Systems





QMC Services



ISO 9001,
ISO 13485,
ISO 14001,
ISO 17025,
ISO 22000,
ISO 22301,
ISO/IEC 27001,
ISO 31000,
ISO 37001,
ISO 45001,
ISO 50001, GxP

Training on
Management
System
Development and
Implementation

Consulting on
Management
System
Development and
Implementation



PECB Certification
Schemes

Management
System Consulting
Audits



Training on Management System Development and Implementation

More than **20 training courses** have been developed by QMC (www.qmc.kz) on various international standards on management systems.

QMC training courses are unique, they are based on the experience of international and Kazakhstani companies and organizations.

QMC training courses helps companies and organizations successfully prepare for certification in compliance with international standards.





Consulting on Management System Development and Implementation

QMC Consulting Services help companies and organizations successfully pass certification audits for compliance with the requirements of International Standards on Management Systems

Help in management system documentation development

Help in internal training delivery

Help in organizing and conducting management system internal audit

Help in implementing management review of management system

Help in addressing certification audit findings



Management System Consulting Audits

QMC consulting audits assist companies and organizations to establish the extent of compliance of the current management system with the requirements of international standards and to successfully prepare for the certification audit

**Management system
Gap-analysis**

**Management system
opinion audit**

**Management system pre-
certification audit**



MS Pre-certification Audit

It is included into full package of QMC consulting services and can be delivered as an independent service. It is a kind of dress rehearsal before certification audit.

It consists of desk-audit (documentation audit) and on-site audit.

The principle of independence is fulfilled - the audit is conducted by QMC experts who did not advise the client on the development and implementation of the management system and have experience in conducting audits.



Quality Management Center is a Silver Partner of PECB

In February 2014 **QMC** received the status of **Authorized Training Partner of the Professional Certification and Evaluation Board (PECB)** based in Canada.

PECB is a personnel certification body accredited on ISO 17024 by the International Accreditation Service (IAS, USA).

Being accredited by one of the toughest and most reputable accreditation bodies in the world accords global recognition to PECB training courses and examination results.



Professional Evaluation and Certification Board


recognizes that

QUALITY MANAGEMENT CENTER LLP

is hereby approved as

Authorized Partner

Cert No.: APS029
Validity until: September 25th, 2018


Eric Lachapelle, CEO

info@pecb.com | www.pecb.com





PECB Certified Training Courses and Certification Exams



QMC delivers PECB training courses in Kazakhstan enabling local professionals to acquire internationally-recognized qualifications as Managers, Lead Implementers and Lead Auditors of management systems.

Training courses are delivered by international and Kazakhstani experts who has got a status of PECB Certified Trainers





Why choose PECB?

www.pecb.com



Global recognition

Competent Personnel

Low maintenance fee

Prime training material

**Professional reputation,
market credibility**

“PECB has earned the reputation of a conscientious and valuable partner by applying the best system of personnel assessment and certification based on strict, internationally recognized competence requirements”



PECB Training and Certification Benefits



FOR EMPLOYER

- Business risks are significantly reduced due to more efficient work of qualified personnel
- The employer raises his confidence in the competence of its specialists
- The professionalism of certified specialists significantly contributes to the improvement of the company's activities

FOR EMPLOYEE

- Certification after successfully passing the exam proves the high level of competence of the specialist
- Certification and knowledge gained during the preparation for the exam, contribute to the growth of credibility among peers and partners
- Certification expands opportunities for further career growth within the organization



QMC offers international personnel certification on the following international standards:



ISO 37001 Foundation Certified Specialist	<i>Anti-Bribery Management Systems</i>
ISO 37001 Certified Lead Implementer	<i>Anti-Bribery Management Systems</i>
ISO 31000 Certified Risk Manager	<i>Risk Management</i>
ISO 27001 Certified Lead Implementer	<i>Information Security Management Systems</i>
ISO 9001 Certified Lead Implementer	<i>Quality Management Systems</i>
ISO 45001 Certified Lead Implementer	<i>Occupational Health and Safety</i>
ISO 22301 Certified Lead Implementer	<i>Business Continuity Management Systems</i>



**More than 200 specialists have attended
PECB certified training courses
in 2014-2017 at QMC**



Samruk-Kazyna NF

Samruk-Kazyna Invest LLP

**Kazakhmys Corporation
LLP**

Kazakhtelecom JSC

KazMunaiGaz JSC

Air Astana JSC

**KazAgro National Managing
Holding JSC**

Nazarbayev University

KazPost JSC

Altyntau Resources JSC

**Baiterek National
Managing Holding**

Kar-Tel LLP

KazAtomProm JSC

GMK KazakhAltyn JSC

Agro Credit Corporation JSC

Tau-Ken Altyn LLP





Our Clients and Partners



Quality Management Center is an approved supplier of training and consulting services of Karachaganak Petroleum Operating B. V. (KPO B. V.), North Caspian Operating Company N. V. (NCOC N. V.), World Bank (WB), SBS-EBRD Program





QMC 15-year Experience in Local Content Development Projects in Oil and Gas Industry of Kazakhstan

QMC has been participating in local content development programs since 2003. It includes cooperation with Agip KCO, Karachaganak Petroleum Operating B.V., NCPOC B.V., NCOC N.V.

QMC has implemented several projects on preparing local suppliers to certification for compliance with ISO management systems' standards.

More than **200 local suppliers** of international oil & gas consortia have been successfully certified in accordance with various international standards



What is ISO ?



INTERNATIONAL ORGANIZATION FOR STANDARTIZATION

is an independent, non-governmental international organization with a membership of 161 national standards bodies.

Through its members, it brings together experts to share knowledge and develop voluntary, consensus-based, market relevant International Standards that support innovation and provide solutions to global challenges.

It was established in 1947 and is located in Geneva, Switzerland





International Standards on Management Systems



ISO 9001 – Quality Management Systems

ISO 13485 – Medical devices — Quality management systems — Requirements for Regulatory Purposes

ISO 17025 – General requirements for the competence of testing and calibration laboratories

ISO 14001 – Environmental Management Systems

ISO 22000 – Food Safety Management Systems

ISO 22301 – Business Continuity Management Systems

ISO 28000 – Specification for Security Management Systems for the Supply Chain



International Standards on Management Systems



**ISO 20000-1 – Information Technology -- Service Management --
Service Management System Requirements**

ISO 21500 – Guidance on Project Management

ISO 27001 – Information Security Management Systems

ISO 39001 – Road Traffic Safety (RTS) Management Systems

ISO 37001 – Anti-bribery Management Systems

**OHSAS 18001/ISO 45001 – Occupational Health and Safety
Management Systems**

ISO 50001 – Energy Management Systems



ISO Survey 2016



A total of 1,644,357 valid certificates (of the 11 standards covered by the survey, in 187 countries) were reported in 2016, compared to 1,520,368 the previous year, an increase of 8%



Kazakhstan Survey



As of 1 June 2015, there are 8527 organizations in Kazakhstan, which are certified for compliance with various management systems' international standards -
source: Technical Regulation and Metrology Committee of the Republic of Kazakhstan
(www.memst.kz)



Customers' Requirements to Kazakhstan's Suppliers

1. High quality of products/services /work - ISO 9001

2. Sustainable delivery of product/service /work - ISO 9001, ISO 22301

3. Safe working environment - OHSAS 18001/ ISO 45001

4. Prevention of cases of negative impact on the environment – ISO 14001

5. Safe food/catering for personnel - ISO 22000

6. Production energy efficiency - ISO 50001



How do ISO Standards Help Companies to Succeed?

Implementation of management systems' international standards:

- contributes to mastering managerial skills of managers of an organization
- develops the intellectual potential of an organization
- develops **knowledge assets** of an organization
- positively affects on corporate culture of an organization
- significantly reduces business risks



How do ISO Standards Help Companies to Succeed?

- ✓ International recognition
- ✓ Increasing business resilience
- ✓ Enhancing the image and competitiveness
- ✓ Increased confidence and customer loyalty





How do ISO Standards Help Companies to Succeed?

- ✓ **Performance improvement:**
 - improving the quality of products and services
 - reduction of costs
 - production losses reduction
 - sales increase





How do ISO Standards Help Companies to Succeed?

- ✓ Better interaction between units and employees
- ✓ Personnel professional development
- ✓ Better staff performance discipline





How do ISO Standards Help Companies to Succeed?

- ✓ **Enhancing the work culture**
- ✓ **Ensuring safe working environment**
- ✓ **Prevention of occurrence of occupational diseases**
- ✓ **Reducing the number of incidents with negative consequences for employees and the environment**
- ✓ **Decrease in losses from penal sanctions of authorized bodies on HS&E**



QMC-PECB Training Courses and Exams Schedule

17-19 April 2018 – «Certified ISO 31000 Risk Manager»,
Almaty

21-25 May 2018 – «Certified ISO/IEC 27001 Lead
Implementer», Almaty

11-15 June 2018 – «Certified ISO 9001 Lead Implementer»,
Almaty

June 2018 – «Certified ISO 37001 Foundation», Almaty

For registration:

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PECB



Attention!

All ISO 9001:2008 и ISO 14001:2004 certificates will be withdrawn after 15 September 2018





ISO 13485 New Release

- Updated version of **ISO 13485:2016** “Medical devices — Quality management systems — Requirements for Regulatory Purposes” was published **in March 2016**
- Transition period – **March 2019**





ISO 17025 New Release

- New version of **ISO 17025:2017** «General requirements for the competence of testing and calibration laboratories» was published in **November 2017**
- Transition period - **November 2020**





ISO 27000 New Release

ISO 27000:2018 «Information technology -- Security techniques -- Information security management systems -- Overview and vocabulary» was updated in **February 2018**





ISO 31000 New Release

New version of **ISO 31000:2018** «Risk management - Guidelines» was issued on **14 February 2018**





New ISO Standards

New **ISO 37001** «Anti-bribery Management Systems» standard was published in **October 2016**

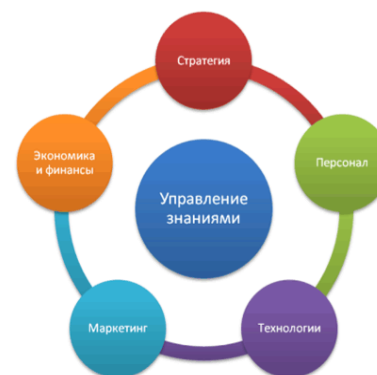
New **ISO 45001:2018** «Occupational Health and Safety Management Systems» was published in **March 2018**





New ISO Standards

It is expected that a new standard **ISO 30401:2018** «Knowledge management systems - Requirements» will be published **in 2018**





Other Management Systems' Standards Updating

Update of **ISO 22000:2018** «Food Safety Management Systems» is expected in **June 2018**.

Update of **ISO 50001:2018** «Energy Management Systems» is also expected **in 2018**





Why choose Quality Management Center?

- **We can professionally help you in determining which international standards will bring the greatest benefit to your business**
- **We apply an individual approach to each client and offer the necessary and sufficient scope of services**



Why choose Quality Management Center?

- **QMC consultants work for the benefit of the client, and together we achieve the planned result**
- **All clients of our Center successfully pass the certification and recommend us to other companies**



Why choose Quality Management Center?

- **The Center is constantly improving the skills of its consultants and expands the range of services offered**
- **The Center's consultants have experience in participating in certification audits and therefore know what the client can expect during the certification audit**
- **We cooperate with experts in the field of management systems from near and far abroad**



Why choose Quality Management Center?

- **In the interests of our clients, our Center participates in the Small Business Support Program of the European Bank for Reconstruction and Development - SBS-EBRD**
- **QMC is an approved provider of management system services and has many years of successful cooperation with major international oil and gas consortia operating in Kazakhstan**



Contact Info



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