



SMART Quality Consulting



# CORPORATE PROFILE

## Our Services

- **Consulting**
- **Auditing**
- **Training**
- **Outsourcing**
- **HSE Compliance**
- **Recruitment**

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# Table of Contents

- About SQC
- Why to Choose SQC?
- Services
- Scope of Services
- Consulting
- Auditing
- Training
- Outsourcing
- Compliance Management
- Recruitment
- 10 Step to achieve Certification
- Benefits of Certification
- Contact Us

# Welcome to SMART Quality Consulting (SQC)

SQC is one of the leading organizations in Canada with a track record of providing consulting, training, auditing, outsourcing, recruitment and compliance management services to our customers in a wide range of industrial sectors, including but limited to manufacturing, engineering, construction, chemical, packaging, information technology, automotive, aerospace and supply chain.

We are a team of highly accomplished professionals who provide exceptional services. We believe management system certifications drive business excellence when implemented effectively. We help our customers establish, implement and maintain management systems that continually drive improvement. By getting our services, you will be investing in your business.



# Why Choose SQC?

## **Competitive Fees**

Our fees are very competitive, and we prefer to quote a fixed fee to deliver the project within our Client's budgetary constraints.

## **One-Stop Shop**

We are a comprehensive solution provider, offering consulting, training, auditing, and outsourcing services for a wide range of ISO standards.

## **Qualified Team**

Our team of highly qualified and experienced professionals with relevant certifications in their respective fields profoundly understands management standards and practices.

## **Maverick Thinker**

We are unorthodox problem-solvers who devise ingenious solutions to simplify the implementation and maintenance of management systems.

## **Results Driven**

We collaborate closely with our clients to understand their needs and devise solutions that promise the desired outcomes with greater celerity and efficiency.



# Our Services



**Consulting**



**Training**



**Auditing**



**Outsourcing**



**HSE Compliance**



**Recruitment**

## Scope of Services

- Quality Management System (ISO 9001)
- Automotive Quality Management System (IATF 16949)
- Environmental Management System (ISO 14001)
- Health and Safety Management System (ISO 45001)
- Nuclear Supplier Quality Management System (N299)
- Information Security Management System (ISO 27001)
- Business Continuity Management System (ISO 22301)
- Social Responsibility Management System (ISO 26001)
- Educational Quality Management System (ISO 21000)

# Consulting



Consulting is one of our core services to establish, implement, maintain and continually improve the management systems. We stay with our clients till they achieve the certification.

## Scope of Services

### Documentation

Our team of highly accomplished and certified professionals can help you translate the requirements of management systems into documented information that delivers results. We develop documentation that is clear, concise, and easy to use.

### Implementation

Our consultants are change agents and help our clients get the buy-in of their interested parties for an effective implementation of the management systems. We help develop an implementation plan tailored to your specific needs. We also provide the training and support needed to ensure an effective implementation.

### Transition

We assist our clients in meeting the requirements of new standards within the stipulated time. We help to conduct gap analysis, develop a transition plan and support the transition process to meet the requirements of the new management systems.

### Integration

An Integrated Management System (IMS) is an effective way of implementing and maintaining requirements of multiple management standards. We help develop and implement an IMS tailored to your specific needs. We also provide the training and support needed to implement IMS effectively.

# Auditing



Organizations are making strategic decisions to outsource their auditing processes for a higher level of expertise, professionalism, impartiality and diplomacy needed to conduct an effective audit. This strategy also saves the valuable time and cost to hire, train, retain and retrain internal auditors.

## Scope of Services

### Internal Audits

Internal audit is one of the mandatory requirements of ISO standards and an important tool for continual improvement. We conduct internal audits to evaluate the effectiveness of management systems, identify improvement opportunities and avoid any complications during external audits.

### Pre-Certification Audits

A pre-certification audit is conducted before the certification audit to ensure the organization is ready for certification. Our lead auditors conduct pre-assessment to identify potential gaps that may arise during certification audits.

### Supplier Audits

Supplier or second-party audit is also one of the key requirements of management systems to evaluate the new suppliers and performance of existing suppliers. Our auditors conduct comprehensive audits to mitigate the supply chain risks and ensure the quality of the products and services.

### Integrated Audits

Most of our auditors are certified in more than one management system and conduct integrated management system (IMS) audits for any combination of management systems, such as ISO 9001, ISO 14001, ISO 27001 and ISO 45001.

### Gap Analysis

The core objective of conducting gap analysis is to identify the gap between an organization's existing management system and the requirements of international standards (e.g. ISO 9001). The gap analysis helps to estimate the scope, time, cost and resources required to implement the requirements of ISO Standard(s).

# Training



We provide comprehensive training and development programs to help your employees reach their full potential and unleash their latent talents. Our certified trainers can design and deliver training programs tailored to meet your employees' current and future job requirements.

## Scope of Services

We offer a variety of engaging training programs on awareness, implementation and internal auditing of management system standards and quality tools.

## Management Systems Standards

We offer awareness, requirements and internal auditing of the following standards:

- Quality Management Systems (ISO 9001)
- Automotive Quality Management Systems (IATF 16949)
- Health & Safety Management Systems (ISO 45001)
- Environmental Management Systems (ISO 14001)
- Information Security Management System (ISO 27001)
- Quality Assurance Requirements for Nuclear Suppliers (N299)
- Integrated Management Systems

## Quality Tools and Techniques

- Core Tools (APQP, PPAP, MSA, FMAE & SPC)
- Risk Management (ISO 31000)
- 8D Effective Problem Solving (CQI-20)
- Effective Error Proofing (CQI-18)
- Layered Process Auditing (CQI-8)
- Customer Specific Requirements

# Outsourcing



We offer cost and time effective outsourcing services for internal audit, training, and maintenance, eliminating the need for hiring and training employees. Our experienced team specializes in managing management systems, implementing best practices, mitigating risks, and ensuring compliance. By outsourcing these functions, organizations can achieve their goals more efficiently and redirect resources to core tasks

## Scope of Services

- Internal Audits
- Suppliers Audits
- Training & Awareness
- Maintenance
- Compliance Management

## How does it work?

We assign a dedicated and experienced consultant, trainer, and auditors to work a few hours a week, month or year (as required) to plan, coordinate, implement, manage and continually improve the Client's management systems.

## Key Benefits of Outsourcing

- Leverage the knowledge and expertise of our certified professionals.
- Save time and money due to the efficiency, accuracy and competence of our certified professionals.
- Eliminate the cost of hiring, training, re-training and retaining internal auditors and management systems representatives.
- Allow your employees to focus on their core tasks.
- Avoid internal politics created due to auditing work of each other.
- Improve the management system performance and organizational culture.

# Compliance Management



Ensuring compliance with the obligations of relevant interested parties is crucial for business continuity and demonstrating due diligence. Our regulatory compliance specialists are adept at identifying, documenting, implementing, evaluating, and updating compliance obligations, helping businesses meet regulatory requirements of Health & Safety (ISO 45001) and Environmental (ISO 14001) Management Systems effectively.

## Scope of Services

### Regulatory Compliance Obligations

Compliance management services include but are not limited to the followings:

- Conducting compliance audits and offering support to address gaps
- Training and coaching employees to meet compliance requirements
- Establishing a Compliance Register to demonstrate obligations
- Integrating compliance requirements into Environmental Aspect Register
- Integrating compliance requirements into OHS Hazard & Risk Register
- Embedding compliance requirements into Health, Safety, and Environmental (HSE) Policies, Procedures, Inspection Checklists, Work Instructions, and other documents
- Regularly maintaining and updating compliance obligations

We charge a nominal annual fee for reviewing and updating compliance obligations.

### Scope of Services Customer Specific Requirements (CSRs)

Our compliance specialists specialize in documenting and implementing customer-specific requirements, particularly in diverse industrial sectors, with a focus on meeting the stringent demands of OEMs in the Automotive Sector, including Ford, GM, and FCA.

Additionally, we seamlessly integrate CSRs into the documented information, encompassing policies, procedures, work instructions, and other relevant documents. Our approach includes creating a matrix to establish clear connections between Customer Specific Requirements (CSRs) and management system requirements.

# Recruitment



We specialize in recruiting human capital to fulfill both current and future client needs. Our services cover the entire recruitment process, from identifying and attracting candidates to conducting interviews, making selections, and facilitating the onboarding of skilled professionals.

Our expertise spans various positions and industries, including Board Members, CEOs, CTOs, CFOs, CIOs, and more. With recruiters in North America, the Middle East, and Asia, we address offshore human capital needs for clients worldwide.

## Recruitment Process

### Identifying Requirements

Understanding clients' human capital needs, including roles, responsibilities, skills, experience, and salary structure.

### Developing a Recruitment Strategy

Tailoring a strategy to clients' requirements, priorities, time and budget.

### Sourcing Human Capital

Utilizing various channels, including job boards, social media, and professional networks.

### Initial Screening

Ensuring candidates meet the client's requirements through resume shortlisting, preliminary interviews, and skills assessments.

### Interviewing

Presenting the most suitable candidates for client review and interviews.

### Selection

Clients make selections based on interviews and assessments. We then engage chosen candidates, extending offers after thorough reference checks.

### Onboarding

Facilitating a smooth onboarding process for new employees, ensuring a seamless transition into their roles.

# An Overview of the Certifications Process

## 1. Strategic Planning

Selecting the right management system (e.g. ISO 9001) to implement, engaging the Consultant to facilitate the entire process of getting certification, appointing the management representative to work closely with the Consultant, selecting an accredited Certification Body with the guidance of the Consultant for certification, and allocating resources for the project to get certification.

## 2. Gap Analysis

Conducting an audit to identify the gap between the requirements of the management system and the current practices.

## 3. Project Planning

Establishing the implementation plan based on the gap analysis, requirements of the Clients and other Interested Parties.

## 4. Training and Awareness

Conducting training and awareness sessions to provide the required knowledge to process owners and key team players implementing the management system.

## 5. Documentation

Preparing documented information aligned with organizational processes, applicable requirements of the management system and interested parties in consultation with process owners and the people performing the tasks.

## 6. Implementation

Training people on using the documents developed, running the operations per the processes established, making changes as required for improvement and producing records as evidence of effective management system implementation.

## 7. Performance Evaluation

Evaluating and analyzing the results of monitoring and measuring activities and conducting internal audit(s) and management review(s) to ensure readiness for the certification audit.

## 8. Corrective Actions

Taking corrective and preventive actions to address the nonconformities and opportunities for improvement (if any) before the certification audit.

## 9. Certification Audit

Ensuring the certification audit (stage 1 and stage 2) is conducted as planned, and at least one management review and internal audit have been conducted before the certification audit.

## 10. Certification

Certification is granted on successful audit and closing the audit nonconformities (if any).

# Common Benefits of Certification

## Enhanced Credibility and Trust

Certifications to ISO Standards demonstrate commitment to management systems (e.g. quality, health, safety, environment and information security), enhancing credibility and trust among customers, partners, and other interested parties.

## Competitive Advantage

Certification can be a differentiator in the market, providing a competitive edge and making the organization more attractive to customers and other interested parties.

## Increased Customer Satisfaction

Meeting ISO standards often improves customer satisfaction due to enhanced product/service quality and conformance to other applicable customer requirements.

## Global Market Access

Certifications to ISO Standards facilitate entry into international markets by demonstrating adherence to globally recognized standards.

## Standardization

ISO Standards provide a structured framework to standardize the management systems processes, procedures and operations.

## Legal and Regulatory Compliance

Certifications to ISO Standards help ensure compliance with relevant laws and regulations, reducing legal risks and liabilities.

## Improved Performance

ISO standards promote streamlined processes, delivering intended results and improved performance.

## Risk Management

ISO certifications encourage systematic risk management approaches, helping organizations identify and mitigate potential risks.

## Employee Morale and Engagement

Employees often take pride in working for an organization that adheres to ISO standards, fostering a positive work environment.



**Quality is not an accident. It's the result of intentional effort, intelligent direction, and skillful execution.**



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AND LEARN MORE ABOUT OUR SERVICES.**

**Contact Us**

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