

How Does Certification to the International Quality Management System Standard ISO 9001 Benefit Your Organization?



The Mozambique INNOQ Certification Directorate can answer this question and assist your organization to achieve ISO 9001 Quality Management System Certification that will be internationally recognized



ISO 9001 Quality Management System (QMS) certification will enable your organization to stand out from the competition. The 9001 QMS demonstrates your commitment to meeting the highest standards of quality and customer satisfaction and supports you in continuously improving your operation.

ISO 9001 enhances the reliability of your operation, increases your performance and potentially has a positive impact on your bottom line. To date, over 1.3 million ISO 9001 certificates have been issued globally. A valid ISO 9001 certificate shows that your organization follows the most internationally recognized quality management principles.

The ISO 9001 standard is applicable to companies of all sizes and sectors interested in improving their operational processes and internal management. It is recommended that companies who are completing ISO 9001 certification apply the standard throughout their entire organization, as opposed to particular departments, sites or divisions.

One of the major issues for the Government of Mozambique is to develop real local content opportunities aligned to the development phases of oil and gas project development and with the capacity of Mozambican suppliers of goods and services, particularly SMEs, to meet the standards required by these multinational organizations.

What benefits will ISO 9001 certification bring to my business or organization?

Implementing a quality management system will help you:

- Put your **customers first**, making sure you consistently meet their needs and enhance their satisfaction. This can lead to more repeat custom, new clients and increased business for your organization.
- Work in a **more efficient way** as all your processes will be aligned and understood by everyone in the business or organization. This increases productivity and efficiency, bringing internal costs down.
- Meet necessary **standards, statutory and regulatory requirements**.

In addition, ISO Quality Managements System Standards supports those organizations involved in the design, manufacture, installation, service and repair of equipment used in the exploration, production, transportation and refining of petroleum and natural gas products; and organizations that provide technical, operational and support services to the Mozambique oil and gas industry.



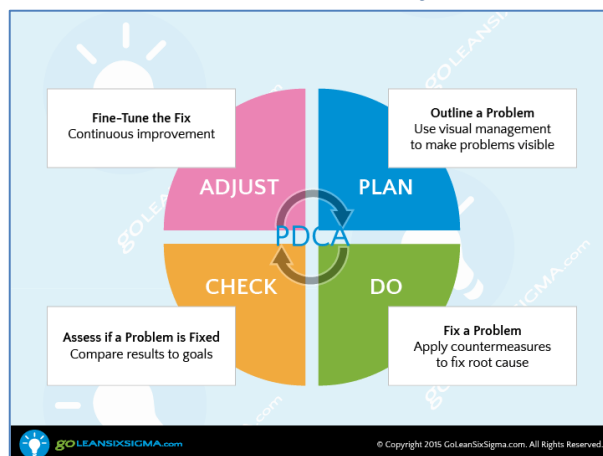
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How does ISO 9000 work?

ISO 9000 is set up as a collection of guidelines that help a company establish, maintain, and improve a quality management system. It is important to stress that ISO 9000 is not a rigid set of requirements, and that organizations have flexibility in how they implement their quality management system. This freedom allows the ISO 9000 standard to be used in a wide range of organizations, and in businesses large and small.

One important aspect of ISO 9000 is its process-oriented approach. Instead of looking at a company's departments and individual processes, ISO 9000 requires that a company look at "the big picture." How do processes interact? Can they be integrated with one another? What are the important aspects of products and services?

ISO 9001 Core Objectives





INNOQ Quality Management System Certification



INNOQ has been accredited by the Portuguese Institute of Accreditation (IPAC) to perform ISO 9001 Quality Management System certification in Mozambique. IPAC is a signatory of the International Accreditation Forum (IAF) Multilateral Recognition Arrangement (MLA). The purpose of the arrangement is to ensure mutual recognition of accredited certification between signatories to the MLA, and subsequently acceptance of accredited certification in many markets based on one accreditation. Accreditations granted by IAF MLA signatories are recognized worldwide based on their equivalent accreditation programs, therefore reducing costs and adding value to business and consumers.

The INNOQ certification team is ready to assist your organization through the certification process. INNOQ certification highlights and differentiates your company from your competitors. Certification technically ensures compliance, quality and safety, raising the level of products and services, reducing waste and improving the management of the production process.

The certification process is not complicated and any company can achieve it, demonstrates and ensures through documents that your system and the production process are controlled and that your products are being manufactured in accordance to the standard.

Why choose INNOQ to certify your organization of company?

Experience: INNOQ is an institution with a deep knowledge of the Mozambican market and that offers lower operating costs and extremely competitive prices. INNOQ has certified Mozambique organization's and company's management system.

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National Presence: We are present in Maputo and have focal points in all the provinces through the Single Service counters (BAUs). Our national network allows our customers to benefit from a dual advantage: experience combined with knowledge of local situations and realities.

Contact us –see our website for additional information www.innoq.gov.mz

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