

Accreditation model	NCS International Pty Ltd ISO 9001:2000 Certification Program
Nature of body	NCS International is a wholly owned subsidiary of the National Association of Testing Authorities, Australia (NATA) and is fully Australian owned. NCSI's strong technical base is derived from the NATA culture. NCSI's unique approach recognises each organisation's individuality with assessment tailored accordingly. As a result we have grown rapidly to become one of the largest certification body in Australia.
Description	NCSI's Quality Systems Certification program commenced in 1990, and immediately attracted interest not only from NATA's traditional membership, but also from a broad range of public and private sector organisations. The ISO 9000 Quality Management Systems series of standards were initially developed as a tool for improving the quality and consistency of product, with a significant emphasis on greater customer confidence in suppliers and the quality of their products.
Level of participation	The ISO 9001:2000 Standard has been extensively implemented throughout the public and private sector organisations including Hospitals, Pathology Laboratories, Local & Federal Government Departments
Nature of standards	Recent trends in quality management systems have seen this emphasis move much more toward continuous improvement in suppliers' management systems, with increased customer confidence being only one outcome. Meeting customer needs is a requirement for being in business, but being able to meet customers needs in an effective and profitable manner is a prerequisite for staying in business. For a quality management system to be fully effective it must support business objectives and must be fully integrated with other management practices and systems such as sales, marketing, financial control, and human resources. It must also be supported by total commitment and involvement from all levels of the organisation to ensure that an improvement culture is developed. The quality management system provides some of the tools needed to drive improvement, but the culture, and management commitment provides the will to deliver it
External assessors	NCSI's Quality Certification is JAZ-ANZ accredited. Our auditors are, as a minimum, RABQSA registered and must attain a high level of internal competency prior to being permitted to undertake any part of the ISO 9001:2000 certification process individually.
Assessment components	<ul style="list-style-type: none"> • Receipt of your formal application • Introductory visit to scope the audit and develop a Client Risk Profile • Preliminary Assessment (optional) • Document Review • Certification Assessment • Certificate Issue
Assessment timing	<p>NCSI always endeavours to work with the clients to meet their time frames and deadlines.</p> <p>Generally the program towards certification is determined by the organisation. We strive to work to your timetable.</p> <p>The following guidelines are provided for your consideration:</p> <ul style="list-style-type: none"> ◆ Introductory Visit: At your discretion. Typically 2 - 3 weeks from

	<p>application receipt.</p> <ul style="list-style-type: none"> ◆ Preassessment Audit: Generally of a day duration. The program is devised in consultation with your organisation. ◆ Documentation Review: A report will be provided within 3 weeks of receipt of your documents. ◆ Certification Audit: We recommend the system to be implemented 2 - 3 months prior to initial site audit. The implementation must ensure one full internal audit, one management review of the system and a number of corrective/preventive actions be completed. ◆ Certification: Within two weeks from the date of recommendation for certification. <p>A plan will be developed at the introductory meeting to identify the key milestones required to meet your organisation's needs.</p>
Cost	<p>Application Fee \$ 400 Annual licence Fee \$ 800 (single site) Audit time \$ 150 per hour Discounts and cost reductions available for group certifications</p>
Standards coverage	<p>The core elements of the standard include:</p> <ul style="list-style-type: none"> • Quality manual • Control of Records • Control of Documents • Internal audit • Corrective and preventive Action • Control of non-conforming products • Customers Satisfaction • Continuous improvement etc
Ratings	<p>Providing no non conformance are identified certification will be granted Certification may also be granted subject to effective corrective action on non conformances raised</p>
Benchmarking capability	<p>NCSI can carry out Benchmarking exercises on behalf of the organisations against other standards or requirements within the Health Industry</p>
Survey team composition	<ul style="list-style-type: none"> • Client manager will be appointed to act as a focal point to manage the assessment and certification process • Technical Specialist with relevant background and qualifications can also be used if required • All Administration or other inquiries will be handled by Administration staff
Typical organisation accredited	<p>Public and private sector organisations including Area Health Services (eg Cental area Health), Pathology Laboratories (SEALS, PALMS) and Local & Federal Health Departments (eg Department of Human Services)</p>
Coverage	<p>NCSI's offices and auditors are located throughout Australia which allows us to offer National Coverage</p>
Contact and support offered	<p><i>NCSI can provide sales and support in all the sites and states listed below, for any further information or queries please contact</i></p>

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**Divisions
Network
members,**

Applicants awaiting audits (confidential information)

undergoing or accredited with your organisation.	
Contact details for above organisations.	Confidential
Contact information for your organisation	<p>Andrew Kumar Andrew.kumar@ncsi.com.au National Office NCS International Pty Ltd Suite 2, Level 1 7 Leeds Street Rhodes NSW 2138 Phone: 02 9736 8266 Fax: 02 9743 4454 www.ncsi.com.au</p>