

Who sees the bigger picture?

LRQA Business Assurance

Improving performance, reducing risk

 **LRQA**
Business Assurance

 **Lloyd's**
Register

To meet the global business challenge, our people help ensure you see the bigger picture

Organisations are facing tougher stakeholder demands, rapidly changing business conditions and increased competition. As a result they are seeking more effective control of operations, improved performance and better management of risk throughout their business.

To help organisations meet these challenges we continue to enhance our services and the way we carry out assessments. We don't just verify that systems meet the requirements of the relevant standard. We go one step further by providing 'added value' beyond what you would expect from a traditional assessment process.

This enhanced emphasis is embodied in the approach that we call **'LRQA Business Assurance'**

In this brochure you will discover how LRQA Business Assurance can help you manage your systems and risks to both improve and protect the current and future performance of your organisation. You'll also see how our unique approach is already assisting organisations worldwide.

Assessors that see productivity, efficiency and safety.

“ALcontrol’s achievement in energy reduction was significantly helped by LRQA’s Business Assurance approach. We saved over £100,000 and LRQA’s assessors, through their extensive experience across a wide range of sectors and organisations, proved invaluable to ALcontrol throughout the process.”

David Doherty Health, Safety and Environment Manager **ALcontrol Laboratories**



Working with the world leader in business assurance helps ensure you see the bigger picture

We are one of the world's leading providers of independent assurance services with a portfolio of internationally recognised clients.

More than 45 accreditation bodies recognise LRQA's work. This includes areas such as quality, environment, and health and safety.

Through LRQA Business Assurance you are in a position to get the most from your management systems to help ensure you:

- have the capability to deliver on the promises you make, enhancing your reputation, and helping you to substantiate claims and differentiate yourself
- see the tangible benefits of the value of management systems, linking these benefits to financial performance or improvements in effectiveness and efficiency
- develop your capability to manage a range of non-financial risks
- feel confident that management systems are meeting stakeholder needs and that you are getting a return on your investment.

How you and your stakeholders benefit from LRQA's expertise

As a member of the Lloyd's Register Group, we have over 250 years' experience to call upon. Furthermore, with no shareholders of our own, we are independent and impartial in everything we do. So our business assurance provides you with the objective overview you require to manage your systems and risks.

Your organisation will benefit from:

- an impartial assessment you can trust
- insight into the effectiveness of your system through the knowledge and technical expertise of our assessors
- focused, business-specific feedback which can help you to improve performance while better reducing risk
- increased value from the assessment process – beyond conformance
- enhanced credibility - LRQA is a globally trusted brand with a portfolio of internationally recognised clients.



Assessors that see your wider business objectives.

“LRQA’s Business Assurance approach helped DB Schenker Malaysia ensure that we will continue to further strengthen supply chain security, thereby safeguarding the company’s interests and boosting the confidence of our customers in doing business with us.”

Wolfgang Laabs Managing Director **DB Schenker Logistics, Malaysia**



A powerful management tool that helps ensure you see the bigger picture

While conformity is an important aspect of LRQA Business Assurance, our unique methodology turns assessment into a powerful management tool to improve and protect performance. By understanding what really matters to your organisation and stakeholders, we help you improve your management system and your business at the same time.

Our business assurance approach allows assessment to be tailored according to how well your system manages and reduces operational risks in every aspect (eg quality, environment or health and safety) while still ensuring conformance to the full requirements of the chosen standard or scheme.

LRQA Business Assurance is built on three pillars which add value to traditional certification.

Risk-based methodology

Developing an understanding of your strategic and operational plans, alongside our knowledge of your industry, allows identification of the key risks pertinent to your sector and organisation. This enables the design of the management system to be continually evaluated to ensure that it takes account of, and addresses, such risks. It also ensures that the system is, and remains, complete, robust and appropriate. This approach allows you to build trust and enhance your reputation amongst stakeholders.

Themed surveillance

Building on the risk-based methodology, our surveillance activity then takes the critical themes most important to your business and examines those areas in detail to test the effectiveness of the management system. The inclusion of the risk-based methodology in this way ensures assessment activity is focused on what matters most to whom matters most.

Continual improvement

Left alone, the effectiveness of a management system can diminish over time. However, when continual improvement is effectively implemented the benefits are two fold:

- the management system is enhanced to unlock its true potential
- the enhancements are maintained long term.

As a result, continual improvement becomes a fundamental component of any management system. It ensures that an organisation has the inherent capability to meet its obligations to deliver both now and in the future, providing confidence and assurance for stakeholders.



Assessors that see where you can both reduce risk and improve performance.

“LRQA’s assessors look at our risks from an integrated perspective. Their assessments are focused on our business priorities, helping maximise the benefit to Total.”

Tom N.M Schockaert General Manager **Total Raffinaderij Nederland N.V**



The experience and knowledge of our people helps ensure you see the bigger picture

LRQA Business Assurance is delivered globally through our expert assessors. They combine our unique methodology and their technical expertise with considerable sector experience and extensive knowledge of international and local standards and schemes.

They also have a broad business understanding which ensures you benefit from assessment outcomes that are directly linked to your organisation's priorities.

Our assessors approach your business in terms of the value it provides to your stakeholders. We will help you manage risks by identifying whether you have the systems in place to both conform with regulations and aid performance. More importantly, we will help ensure these systems are being followed and are operating efficiently.

We discuss with you the issues and risks your organisation faces in order to develop a deeper understanding of the current internal and external environment you operate in. The assessment will then be based around the most important issues relating to the performance of your management system and your ability to realise its potential.

As your organisation changes and priorities shift, so does the focus of our business assurance assessments. Our unique methodology and the reports produced will relate to the major areas of risk you face and will consider how well your management system is capable of continuing to meet the needs and expectations of your stakeholders.

Through our reports, we evaluate the past, current and future performance of your management system. Areas for attention are highlighted and the benefits of addressing these issues are pointed out.

Verification that sees strategies that are sustainable.

“LRQA’s Business Assurance verification delivers confidence and trust in our climate change data so that we can help customers to achieve their own environmental targets.”

Simon Mendes Senior Product Manager **LINPAC Allibert**



So who sees the bigger picture?

You do.

LRQA serves clients in over 120 countries. Through LRQA Business Assurance, we help provide our clients with the additional confidence that they have the processes in place to improve business performance and manage risk.

We assess your management system, applying gap analysis where appropriate, to ensure that it meets the requirements of a standard, scheme or set of assessment criteria. If you wish to be certified against more than one standard, there may be the opportunity to combine assessments.

LRQA Business Assurance services:

Certification

Once a successful assessment is carried out and technical approval given, we award you a certificate. It provides credibility for your stakeholders through the globally recognised LRQA brand.

Validation

Validation, within the context of climate change schemes, assures your project design data and documentation. Our validation opinion confirms you are capable of delivering greenhouse gas removals or emission reductions against an agreed set of criteria.

Verification

Verification assures your reported data and information to confirm that they are reliable and supported by effective management systems. Once a successful assessment is carried out and technical approval given, we award you a verification statement.

Training

We provide practical client training courses worldwide in various languages, led by trained and qualified tutors. Many of our courses are endorsed by relevant professional bodies and based on our experience of assessing management systems. We offer both public and in-company training events including customised training solutions.



Training that sees the long-term opportunities for your business.

“LRQA’s training offered a very good balance between theory and practical application. The inclusion of all delegates was one of the most positive aspects of the training.”

Maren Stiller Siemens AG



LRQA Business Assurance. The world leader in the independent assurance of management systems

LRQA has been consistently first to meet the certification needs of business. Over 25 years, our people have been at the forefront of all the major developments that have shaped the independent certification industry. Today, it is with our help that organisations globally can be confident their systems and operations meet the demands of stakeholders with a view to helping ensure long term sustainable growth.

Of course, LRQA is not stopping there. We are already working on the challenges that will face the businesses of tomorrow.

1985

LRQA marks the **beginning of the global 3rd Party Certification Industry** by receiving the first accreditation number (001) for ISO 9001.

1995

LRQA once again **receives accreditation number 001**, this time for ISO 14001, helping organisations successfully manage their environmental performance.



2003**LRQA begins process of revolutionising the certification industry**

as global research shows businesses demand more than 'check-list' approach to meet their needs.

2005**LRQA is first to switch emphasis from 'meeting standards' to 'meeting business objectives' with the launch of Business Assurance.**

Through a themed approach, businesses can now benefit from increased surveillance of the areas that matter most to their business.

2007**LRQA introduces Prism, the first stepped approach to the introduction of management systems,**

enabling businesses to demonstrate a commitment to achieving certification by combining additional management systems with their existing ISO 9001 (QMS) at their own pace.

2010**LRQA introduces risk-based methodology.**

LRQA's Business Assurance is taken to a new level and is now based on three pillars:



- **Risk-based methodology** – Developing an understanding of your strategic and operational plans, alongside our knowledge of your industry, allows identification of the key risks pertinent to your sector and organisation. This enables the design of the management system to be continually evaluated to ensure that it takes account of, and addresses, such risks. It also ensures that the system is, and remains, complete, robust and appropriate. This approach allows you to build trust and enhance your reputation amongst stakeholders.
- **Themed surveillance** – Building on the risk-based methodology, our surveillance activity then takes the critical themes most important to your business and examines those areas in detail to test the effectiveness of the management system. The inclusion of the risk-based methodology in this way ensures assessment activity is focused on what matters most to whom matters most.
- **Continual improvement** – Left alone, the effectiveness of a management system can diminish over time. However, when continual improvement is effectively implemented the benefits are two fold:
 - the management system is enhanced to unlock its true potential
 - the enhancements are maintained long term.

As a result, continual improvement becomes a fundamental component of any management system. It ensures that an organisation has the inherent capability to meet its obligations to deliver both now and in the future, providing confidence and assurance for stakeholders.

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