

# PNP GROUP



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Information Guide

**MANAGEMENT SYSTEM  
CERTIFICATIONS ISO  
9001, 14001, 45001**

# BACKGROUND

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**PNP Group** provides a range of tailored services, solutions and partnerships that can assist businesses to increase personal and business efficiency, productivity and profits. Moreover, it can allow you to achieve objectives and work more on the business than in the business.

**PNP** is backed by highly qualified and experienced accredited auditors, trainers, and industry experts. We offer a wide spectrum of customer-orientated auditing and training services provided in an efficient and professional manner.

Through our partnership with BSCIC Certifications, an internationally recognised, JAS-ANZ accredited, independent Conformity Assessment Body (CAB), PNP provides certification and auditing services to its clients in Australia and New Zealand.

We primarily focus on certifying businesses Management Systems including Quality, Environmental and Occupational Health & Safety (OHS&S).

## Our Vision

PNP Group believes we can make a difference to every business. We continually focus on solutions and innovation, and we believe in fit-for-purpose, realistic and simple systems that comply.

Our pivotal belief is to provide a service to your business with an exceptional performance that will provide innovation, solutions, collaborations, and partnerships to drive your outcomes forward.

"Regardless of the Risks, together we will Progress and Succeed."

## PNP Group of Companies



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## ISO TRUSTED PATHWAY

**Your Organisation**



Certification Assessment Body

**JAS-ANZ**

Accreditation Conformity Body



Accreditation Body Membership

# BENEFITS OF ISO CERTIFICATION

These days the competition on the market is high, no matter what industry you are. Through ISO management systems businesses gain insight into productivity and use these as a strategic tool to improve their processes for increased efficiency, minimising waste and reducing the number of errors and workplace incidents.

Becoming ISO certified helps to open up business opportunities and provides trust and confidence to your clients and stakeholders. Government and Industry support certified businesses because of the level of comfort and risk mitigation to key stakeholders and the auditable conformity framework is being utilised.



## FINANCIAL PAYBACK

- Higher Contract Values
- Better Productivity and less Operational Waste
- Ongoing Savings through Continuous Improvement



## INCREASED WORKPLACE FLOW

- Clear Workplace Processes
- Higher Efficiency and Less Rework
- Increased Workplace Safety and Less Incidents



## INCREASED CUSTOMER BASE

- Certification provides a Competitive Advantage
- Demand for Certified Companies
- Brand Awareness and Value



## BETTER MANAGEMENT CONTROL

- Significant Performance Improvement
- Efficient Resource Management
- Supports Management Process
- Provides a Positive Influence

# WHY THE PNP GROUP?

There are several Conformity Assessment Bodies (CAB) available in Australia. PNP, in partnership with BSCIC Certifications Private Limited, provides various schemes and standards such as Quality Management (ISO 9001:2015), Occupational Health & Safety Management (45001:2018) and Environmental Management (14001:2015) or any of these combined.

PNP Group focuses on solutions that work for business  
and people.

We provide a custom and tailored approach with auditing methods that suit your business. We have a strong business background, practical approach to certification standards, auditing, schedules, training and development. With PNP, you will have our support throughout the process, ensuring a relaxed and comfortable process for each certification cycle.

PNP ARE LEADING EXPERTS IN ISO MANAGEMENT SYSTEMS,  
AUDITING AND TRAINING

## PNP GUARANTEE

### TRUSTED EXPERTS

- international certification body JAS - ANZ Regulated Brand - BSCIC International
- Qualified and industry experienced ISO auditors
- Access to Networking Events, Partnerships, Referrals
- Smooth integration/transfer of existing systems
- Use of the BSCIC / PNP Group logos that indicate your certified standard for use in your business

### BUSINESS APPROACH

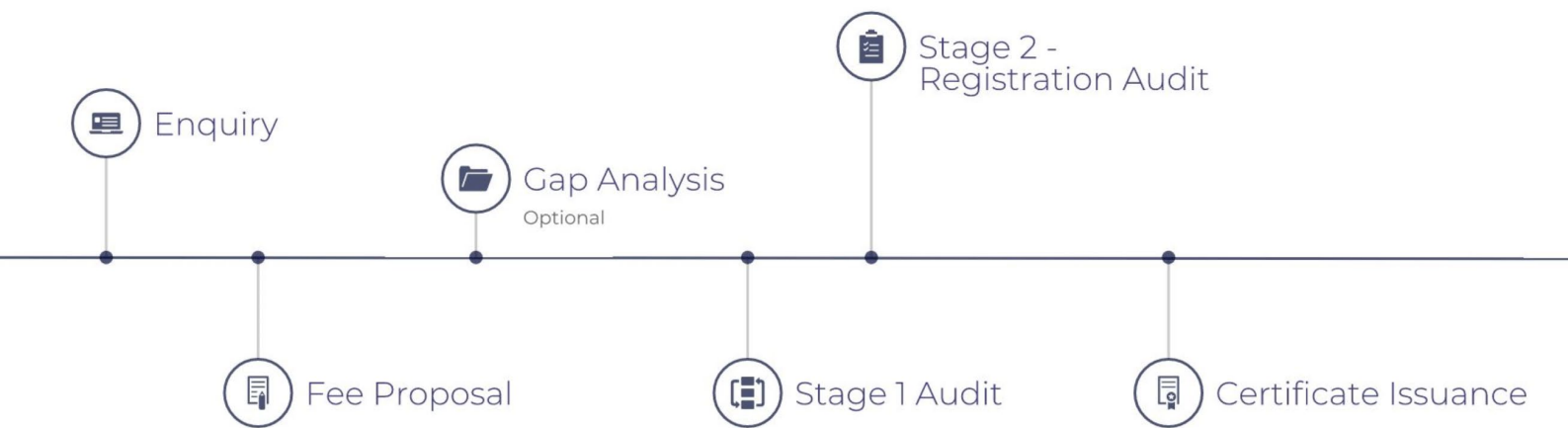
- Strong business approach and understanding your daily challenges.
- We work with your business and people
- Flexible Payment Options for easier budgeting
- No hidden fees or charges during your certification cycle

### TRAINING & EDUCATION

- Professional Development and Education on ISO Management Systems with PNP Institute
- Fully accredited Registered Training Organisation RTO ID 45541
- Pay by the month vocational courses
- Flexible learning options

# 6 STEPS TO ISO CERTIFICATION

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## STEP 1 Enquiry

Complete the Company Profile Questionnaire including selecting relevant management standards, outlining the scope of certification, number of staff and operational sites. This information will give our certification team an overview of your business so we can provide you with a non-binding fee proposal and your Certification Audit Programme.



## STEP 2 Fee Proposal, Certification Terms and Conditions

We will provide you with a fee proposal outlining your Certification Audit Programme, including mandatory audit days for the certificate cycle, cost, and terms.

You will need to accept the Fee Proposal, including our Certification Terms & Conditions and return the registration application prior to scheduling the audit.



## STEP 3 GAP Analysis (optional)

To ensure you are ready for your certification, we recommend you complete a Gap-Assessment and provide it to our Auditor Consultants prior to the Stage 1 audit. If you feel you are ready, you should commence the next steps towards the registration process.

If you are unsure of the business's readiness, you can book one of our audit consultants to conduct a gap analysis against the basic requirements of the standard(s). This will give you comfort that your organisation is ready for certification. The gap analysis is optional at any time.



## **STEP 4 Pre-Registration Assessment (PRA) – or Stage 1 Audit**

Once the registration application is accepted, it will trigger the Registration Assessment, which is layered in two stages.

The Stage 1 Assessment (Pre-Registration Assessment) is a high-level review of the Management System, including a review of Site-Specific requirements and usually takes up to one day depending on the size of the organisation.

Through the Stage 1 Assessment, our auditors will determine readiness for the Stage 2 Registration/ Certification Assessment and agree on an audit date with you.



## **STEP 5 Registration/ Certification Assessment (RA) – or Stage 2 Audit**

The Stage 2 Assessment (Registration Assessment) is a comprehensive, in-depth audit of the organisation's compliance against the relevant standard(s). It must be completed no later than six (6) months after the Stage 1 Assessment. A full report will be provided at the end of the audit detailing any areas of non-conformance.

- If there are any major non-conformances, the organisation is required to submit a corrective action plan to the auditor for acceptance.  
The non-conformities must be closed off within the agreed time frame, and any required objective evidence must be provided for verification.
- If there are no major non-conformances, the auditor will recommend your organisation for certification.

An impartial BSCIC reviewer will conduct an independent review of Recommendation for Certification Decision and if successful, the grant of the Registration/ Certification.



## **STEP 6 Certificate Issuance**

You will receive your Certificate of Registration for your company issued by BSCIC Certifications in the form of an original hardcopy and a softcopy, with a certificate number as registered on the Accreditation Body's website with the registered scope of certification and expiry date.

Certificates issued by BSCIC Certifications remain valid for a period of three years from the date of Registration Assessment subject to satisfactory conformance with the registration/ certification standards as verified during periodic surveillance visits. Any of your clients or interested party may check the validity of the certificates on the accreditation body website that you are registered with. For the duration of the certificate, you will be able to use the BSCIC certification logo in line with the applicable terms and conditions.

# MAINTENANCE OF YOUR CERTIFICATE



## **Surveillance Audits (SA1 and SA2)**

For the following two years, the PNP Auditor will be conducting annual Surveillance Assessments (SA) to verify the organisation's ongoing implementation and maintenance of the management system.

Surveillance audits usually are of lesser audit scope and only focus on key areas.

- If non-conformances are found during a SA audit, these will have to be closed off in a specified timeframe in order to maintain the certificate. If they are not closed out in a satisfactory manner, the certificate may be cancelled.

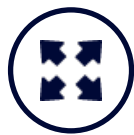
The Audit Consultant will notify you three (3) months in advance for scheduling the audit, including the auditing scope. The audit must be completed prior to the certificate date.



## **Re-Certification Audits (REA)**

Three years after the Initial Registration, we will be required to undertake a Re-Registration Audit. This will be a full comprehensive audit similar to the Stage 2 Registration Audit. The company will be assessed against all requirements of the standard(s).

The PNP Audit Consultant will notify you three (3) months in advance for scheduling the Re-Certification Assessment.



## **Changes of Operations, Expanding or Reducing the Certification Scope**

At any time, as a certified client, you may request a change to the scope of certification. This can occur for many reasons, including a change in the activities of the organisation, an acquisition of another business, or the addition of new business locations.

Mandatory audit days are calculated based on the organisation's operations including but not limited to scope, personnel numbers, shifts and locations. Therefore, any major changes must be communicated and confirmed prior to the scheduled audit to ensure the audit programme continues to be appropriate to the organisation and certification.

PNP, together with BSCIC will review the changes that you are applying for and then determine if those changes will have an impact on the certification costs, planned assessment frequency, assessment durations, or if any new assessment activities are required.

Speak to our certification consultants for your free proposal!

# WHAT OUR CUSTOMERS SAY

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We believe in feedback and customer values. Here is what our customers say...

“

Working with the team at PNP Group was an extremely pleasant experience, as a very fast paced building company finding time to undertake audits and inspections can be difficult, however the team at PNP Group made the process extremely simple and fast. I would recommend anyone to PNP who needs ISO Certification”

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**Ben K.**

**ROGERS CONSTRUCTION GROUP**

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*PNP Group recognised our belief and potential to be better, supported our business improvement model and led us into the implementation of these improved systems and procedures. Their broad industry knowledge covered the construction sector, being relevant to our business, so we felt comfort in knowing they understood our market's expectations. “*

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**Tarryn G.**

**UNISPAN GROUP**

“

*Through an ISO certified Management System it enabled us to take the next step and become one of the preferred suppliers to Tier 1 companies”*

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**Marcelo C.**

**DB GROUP GLOBAL**



# THE FINE PRINT ABOUT CERTIFICATION

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## Your responsibilities

As a professional business relationship with you, there are certain conditions around the certification processes which you need to follow.

These include on-time communication, timely provision of the requested information, audit bookings, paying your fees and confidentiality, to name a few. Refer to below information about your obligations as a certified company. The full Terms and Conditions of your ISO certifications will be provided upon contractual agreement.

## Confidentiality

All assessments are conducted in complete confidentiality of the company's activities. BSCIC Certifications Pvt. Ltd. staff and auditing personnel are bound by a confidentiality agreement to safeguard our client's information. To fulfil Accreditation Requirements BSCIC Certifications Pvt. Ltd. will be making available the information related to the Registration/Certification as Publicly Accessible or provided upon request. Where BSCIC Certifications Pvt. Ltd. is required by law to release confidential information to a third party, we will notify our clients in advance of the information provided.

## Complaints and Appeals Process

PNP Group endeavours to provide a prompt, competent and impartial service to its clients. Please contact your PNP Consultant as a first step to discuss your complaint. You may contact us on 1300 767 462 or use our feedback and complaints form, and we will get in contact with you to resolve your concern.

If your concern cannot be resolved and In case, an applicant, a certified/registered company or any other interested party wishes to make a complaint in respect of the operation of or BSCIC Certifications Pvt. Ltd. certification scheme or appeal against a decision of the BSCIC Certifications Pvt. Ltd. which is considered to be unfair and prejudicial, to the interests of the complaint BSCIC Certifications Pvt. Ltd. will consider the complaint or appeal in accordance BSCIC Certifications Pvt. Ltd. Policy.

## Suspensions and Withdrawal

Any certificate issued by BSCIC Certifications Pvt. Ltd. may be suspended and subsequently withdrawn (based on the severity of the breach and a resolution period of max. 3 months) in the event of any of following defaults by a certificate holder. Such breaches include but are not limited to

- not arranging Surveillance audits within due dates,
- lack of implementation of corrective actions,
- Failure to pay appropriate fees,
- Continued misuse of Accreditation symbol/ logo, e.g. misleading publications, advertisement,
- any proven Conflict of Interests including and Impartiality during an audit.

BSCIC Certifications Pvt. Ltd. shall make the suspended status of the certification publicly accessible and shall take any other measures it deems appropriate. All the certificates issued by BSCIC Certifications Pvt. Ltd. are the property of BSCIC Certifications Pvt. Ltd., and upon withdrawal, the organisation is liable to return all original and copied sets to BSCIC Certifications Pvt. Ltd. in the event of any of above defaults. Upon withdrawal, the client shall discontinue its use of all advertising matter that contains any reference to a registered/certified status. The withdrawal shall be informed to the public through its web site or by other suitable means.

## Conditions of usage of Logos and Marks

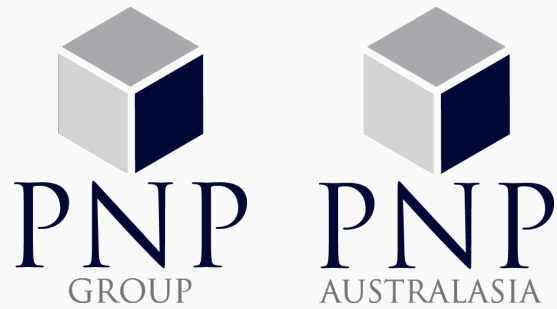
There are conditions around how you can promote your ISO certification.

A certified company is entitled to use the BSCIC Logo/ Accreditation symbol on its stationery, advertising and publicity brochure etc. for promotional purposes but not on the actual product. Once you have been certified with us, we will provide you with a high-resolution Logo specific to your certification.

The use of the symbol is governed by the BSCIC Certifications Pvt. Ltd. conditions and instructions by certificated companies. Refer to form B026 BSCIC Registered Logo & Accreditation Symbol Display Conditions and B056 Conditions for the use of JAS-ANZ Accreditation Symbol.

# CONTACT US

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Speak to our certification consultants for your free proposal!

Contact PNP on  
1300 767 462 or visit our website [www.pnpgroup.co](http://www.pnpgroup.co)  
or use our [Online enquiry form](#)

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