***ISO Standards***

*What is it?*

ISO standards are a set of best practices the world has agreed are essential to doing business. Each standard is agreed to by a collect of representatives from each nation and updated every 5 years. For the US, NIST leads our delegation.

*How do you get certified?*

You begin with understanding your business enough to document the majority of your work in terms of processes. You write enough detail so that your employees can consistently deliver the results you need. Next, you must capture metrics that tell you if your processes are working effectively for your customers. Then you review your system with internal audits, management reviews and continuous improvement. When you think you are ready, you pay for an external auditor (from an accredited registrar) to come visit you and validate your compliance. The external auditor must see “evidence” of your compliance (a document with a title and date) for every requirement. When the auditors are convinced they present a report to an accreditation board who then issues you a certification.

What are the various standards?

There are over a hundred of ISO standards. LEAPS Consulting focuses on are ISO 9001, establishing a quality management system for your organization; ISO 20000, IT service management (ITIL best practices); and ISO 27000, Information Security Management. We also have certification or expertise in helping you implement ISO 14000 (environmental management), 1300, Risk Management, and ISO 13485, medical devices management