



Lloyd's Register  
LRQA

Improving performance,  
reducing risk

# Business improvement services to meet your unique requirements

**Corporate and Sector Assurance • Supply Chain  
Customized Training and Assurance • Risk Management**





# Introduction



**John Rowley**  
Managing Director  
LRQA

“ The challenge of globalization, changing customer requirements, legislation and technology means that worldwide, organizations are increasingly turning to business improvement services, underpinned with client specific criteria, to help them meet their organizational goals.

At LRQA, we know that your organization is unique. Its needs, goals and objectives are different than any other organization. This differentiates you and gives you business advantage, but may also require a customized approach to the way your business processes and programs are identified, managed, measured and improved upon. ”

Whether you strive for food safety, environmental sustainability, social responsibility, health and safety, business continuity, security or even supply chain assurance, the ways in which your organization manages these programs and the methods by which their performance is measured may require a customized approach – one

that takes into account the specific business needs and objectives of your organization.

You may have already developed or wish to develop your own company specific standard and you may be looking to benchmark against international standards such as ISO 9001,

ISO 14001 or FSSC 22000 to name but a few. Whichever route you've taken, or are about to take, will require regular, impartial assessment and verification to help assure that your requirements are being met, that your risks are being managed effectively, and that your reputation is being protected.

# A range of services designed for your organization to benefit your business

LRQA provides a range of business improvement services to help ensure that your training and assurance programs are effective, efficient, and fully aligned to enable seamless operational delivery and performance – throughout your organization and your supply chain.

## Our business improvement capabilities

LRQA understands your business; our broad capability within this arena is linked to your strategic objectives, allowing us to help reduce your risks and drive continual improvement and competitive advantage.

We have four main areas of capability, thereby ensuring that whatever your organizational needs, we will be able to tailor the right services for you.

Select from these options and more:

Customized Training and Assurance	Supply Chain Assurance	Corporate and Sector Assurance		Risk Management
Custom Training Solutions	Supplier Verification	Change Management	Measurement System Analysis	Risk Assessment and Incident Investigation
2nd Party Auditing	Ethical and sustainable supply	Management Information	Six Sigma	Effective Preventative Action
Development of Custom Standards and Schemes	Data Protection	Coaching and Mentoring	Failure Modes Effect Analysis	Risk identification, analysis and evaluation
E-learning Solutions	Custom 2nd Party Supply Chain Assurance Schemes (to include both on site and remote delivery capabilities)	Organizational Culture	Statistical Process Control	Preparation and management of risk registers
Output Conformity Review, Process Assessment, Pinch-Point Management and Upstream Failure Point Assessment	Trend Analysis (and therefore better insights using supply chain data)	Information Flow Assessment	Corrective Actions	Risk monitoring and control
Change Management	Government Services	Facilitation Workshops	Lean	Risk mitigation and transfer
	Product Return Assessments	Benchmarking	Problem Solving and Quality Tools	
		Employee Engagement		

### Tailored to your requirements

Through our wide range of business improvement services, our assessments – and the assessment criteria – are individually designed to give you assurance across the areas that are important to you.

– Are you confident in your processes, your suppliers, and your business performance?

– Are you confident that your operations or your suppliers are compliant with your requirements?

– Do you have assurance of your management system, processes and operational effectiveness?

– Do you need custom training solutions to meet your organizational goals?

– Are you aware of where your risks lie and the key processes you employ to control them?

LRQA's business improvement services take all of these concerns and more into account, ensuring your requirements are met. And, the level of customization is up to you.

“ The ISO 9001:2015 workshops were extremely useful for aligning and on-boarding the senior management team to the new provisions for compliance. All quality and organizational excellence initiatives need to be driven from the top, and that culture is evidently prevalent in Blue Dart. We have always set the benchmark for the industry and LRQA has been a strategic partner in that journey. ”

Asmita Malvankar  
Head of Organization Excellence, Blue Dart

## Focused on delivering client value; our business improvement services in action

**LRQA's business improvement services are focused on delivering client value by offering a variety of tools to help you identify the right solution for your business.**

Using a four step approach, once we have assessed your needs, we can then identify the most appropriate methods to equip you with the relevant knowledge and develop the most relevant business improvement service for your needs.

LRQA provides business improvement services to help ensure that your assurance programs are effective, efficient, and fully aligned to enable seamless operational delivery and performance – throughout your organization and your supply chain.

### 1 Establish and prioritize objectives

LRQA will first work with you to understand your assurance needs, expectations and requirements. We'll then work together to establish objectives and priorities.

### 2 Approach and criteria

We'll work with you to identify a suitable approach for the assessment, criteria, methodology and reporting. If you don't have compliance criteria in place, LRQA can work with you to shape your requirements, develop your own company-specific standard and benchmark it to international standards.

### 3 Assessment and training

LRQA can carry out briefings and training to ensure the right people in your organization understand the project, requirements and objectives first hand. We'll then deliver the agreed customized assurance services (conducting assessments where needed), taking into account current performance indicators and key results areas, checking that they are fully aligned with your business objectives.

### 4 Reporting and action

Based on KPIs agreed during the development phase, our assessor and client management team will report back to you on the agreed areas, identifying strengths and weaknesses, areas of risk and opportunities for improvement, enabling you to take action where it matters most.



#### **Provides impartiality when you need it most**

With LRQA, you have a trusted brand and the assurance of objective, high quality insight and intelligence together with a clear picture of compliance levels throughout your organization and supply chain.

Our worldwide reputation for rigorous assessment and value-added insight makes us a natural partner for companies that are seeking continual improvement and competitive advantage.

#### **Offers an opportunity to assess your business risks and requirements worldwide**

LRQA's management systems experience means that we have an established global network of qualified assessors with sector specific experience to meet the needs of organizations worldwide. As a result, our valued clients can benefit from our wealth of knowledge, insight and technical expertise to deliver business improvement services which are designed to improve your organizational performance and reduce your risk.

As part of Lloyd's Register, LRQA has unparalleled access to resources, thereby enabling us to undertake any type of assurance work spanning inspection, surveillance, certification, training, verification or audit services to address specific requirements or regulatory codes in most industry areas worldwide.

We have the capability to follow your organization and your supply chain across country boundaries, from the establishment of standards to assessment of their compliance; in locations where your company wouldn't otherwise have the ability to directly recruit and deliver cost-effective and skilled resources, LRQA can be there – without question or compromise.

#### **Offers efficiency and lets you focus on managing your business**

Let's face it. Your organization isn't in the business of conducting assessments, but LRQA is and has been at the forefront of developing criteria and delivering trusted, unbiased and independent assessments worldwide for over 30 years.

When managing your own internal or supplier auditing program, by placing your confidence in and working with our expert assessors trained to meet your requirements, enables you to focus on what matters most, managing your business.

“ We very much value LRQA's strong technical advice, independent counsel, sector-specific expertise, and flexibility to tailor solutions that suit our specific business needs. ”

Mr. Wang Yansong  
Assistant Vice President, Mengniu Group

## Our expertise

### World class assessors

The technical know-how of our globally renowned, experienced and highly trained assessors and trainers ensure that we can adapt our assurance and training services to your business needs. We bring international expertise and deep insight into the quality arena, backed with first class project management and communication skills.

### Acting with integrity

With no shareholders of our own, we are independent and impartial in everything we do. We are committed to acting with integrity and objectivity at all times.

Mindful of our accreditation to ISO 17021 - which contains principles and requirements for the competence, consistency and impartiality of bodies providing audit and certification of all types of management systems - each individual service request is reviewed to ensure that no conflict of interest exists.

This ensures not only that our accreditation status is maintained but most importantly, your existing Third Party approvals are not put at risk. For this reason there may be some circumstances where we are unable to provide specific business improvement services.

### Shaping the industry

Our experts are recognized voices in the industry. Through our IIOC membership, LRQA regularly participates in all of the technical committees helping to shape the future of the world's leading ISO standards including ISO 9001 (quality), ISO 14001 (environmental) and ISO 45001 (the new ISO standard for occupational health & safety, set to replace OHSAS 18001).

### About us

LRQA is a recognized, world leading professional assurance services organization. We specialize in management systems compliance and expert advice across a broad spectrum of standards, schemes and customized assurance programs. We are recognized by almost 50 accreditation bodies and deliver our services to clients in more than 120 countries.

Our unique assessment methodology takes your management systems from compliance to performance, in order to reduce business risk, and enhance the effectiveness, efficiency, and continuous improvement of your management systems.

LRQA is part of the Lloyd's Register Group and at our heart sits a charity, the LR Foundation. Most organizations do something to make money but at Lloyd's Register, we make money to do something. As a percentage of our profits go towards the LR Foundation, every time you choose LRQA, not only are you getting best-in-class professional assurance services, but you are also helping to make a difference to our world.

## Talk to LRQA

With so many 'one-size-fits-all' programs out there, LRQA can help you identify a customized solution to meet your assurance needs. For over 30 years, we've been involved in creating global standards and processes that enable businesses to make real, measurable differences in protecting their products, their brand and their consumers. We apply our worldwide expertise in verification, certification, training and assurance services to help our clients develop custom programs that are relevant and credible.

Talk to LRQA today – we know how to listen and apply our capabilities and expertise to help you manage your requirements, your risks and your reputation.



“ LRQA’s energy efficiency assessment was carried out by experts who understood key aspects of our business.

This was evident in the recommendations provided to Camso Loadstar (Pvt) Limited, Ekala Tire Division 1, which we are in the process of implementing, with the objectives of reducing energy costs and improving our carbon footprint. ”

Amila Sampath  
Plant Director, Ekala Tyre Division 01, Camso Loadstar

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

Wolfgang Laabs  
Managing Director, DB Schenker Logistics, Malaysia

To find out how LRQA can help you with your business improvement needs, visit us at [www.lrqausa.com](http://www.lrqausa.com) or email us at [inquiries-usa@lrqa.com](mailto:inquiries-usa@lrqa.com) or call 866 971 5772