# MANAGEMENT SYSTEMS QUOTE REQUEST FORM

**INSTRUCTIONS FOR COMPLETION:**

**Please ensure when completing this form it is downloaded and saved locally before completing. This interactive PDF should be opened and completed in Adobe Reader/Acrobat before resaving and returning to NQA.**

IF YOU ARE A MULTI-SITE CLIENT PLEASE DOWNLOAD, COMPLETE AND RETURN THE NQA MULTI-SITE SUPPLEMENT QUESTIONNAIRE.

## 1. Organisation details:

Company name (Legal entity requiring certification):

Country:

Main office address:

Postcode:

Website:

Contact name:

Job title:

Email:

Direct dial:

Mobile:

## 2. Which management systems standards are you requiring certification for? (Tick all that apply)

ISO 9001:2015 (Quality)
**Complete Section A**

ISO 14001:2015 (Environmental)
**Complete Section B**

ISO 45001:2018 (H&S)
**Complete Section C**

ISO 50001:2018 (Energy)
**Complete Section D**

ISO 13485:2016 (Medical Devices)
**Complete Section E**

SSIP (Safety Systems in Procurement)
**Complete Section C**

ISO 27001:2013 (Info Security)
**Complete Section F**

ISO 44001:2017 (Collaborative)
**Complete Section G**

ISO 55001:2014 (Asset)
**Complete Section H**

ISO 27701 (Privacy Information)
**Complete Section F**

**Please note; you must have or be applying for ISO 27001 to gain this certification. If you are certified to ISO 27001 with another provider, then please apply to transfer this certification to NQA.**

Transferring your Certification
**Complete Section I**

## 3. Integrated management systems:

Is your management system integrated with other standards and to what extent?

Yes - full | Yes - partial | No

**For further detail on integration approaches within management system standards, please click here.**

## 4. Please provide details of the breakdown of your employees at this location:

| | Core hours | Shift 1 | Shift 2 | Shift 3 | Total no. of employees |
|---|---|---|---|---|---|
| No. of staff: | | | | | |

Please detail the processes and activities at this site:

Please detail the activities your employees conduct and the number involved in each task (e.g. maintenance, office based, production):

| Task | Employees | Task | Employees | Task | Employees |
|---|---|---|---|---|---|
| Sales | | Operations/Delivery – office/site based | | R&D | |
| Marketing | | Operations/Delivery – field based | | Management | |
| Finance | | Compliance | | Other | |
| HR | | Maintenance | | | |
| Total no. of employees: | | | | | |

**If you have more than 1 site please download, complete and return an NQA Multi-Site Supplement Questionnaire.**

Where part time workers or seasonal workers are employed, please provide full details below:

## 5. Are you?

| | Yes | No | | Yes | No |
|---|---|---|---|---|---|
| A new client? | | | Expanding your scope of certification? | | |
| An existing NQA client? | | | Adding a standard to your certification? | | |
| A transferring client? | | | Adding a site to your certification? | | |

## 6. Requested scope of certification:

Note: The scope should explain succinctly the purpose and output covered by the management system; it should describe what the organisation does, not how it does it (e.g. the provision of architectural design services, or Information security management for...).

## 7. Do you provide installation, contract site works or undertake your business activity at client locations?

Yes ☐ No ☐

## 8. Do you have outsourced or subcontracted activities?

Yes ☐ No ☐

Please provide details of any externally provided processes, products and services:

Yes No

## 9. Does the organisation have a simple structure with vertical lines of management communication and few decision makers?

Yes No

## 10. Does the organisation have staff speaking in more than one language and/or use an interpreter?

If yes, please specify which language/s:

## 11. Do you have a target assessment date?

## 12. At what stage of implementation are you in?

Researching | Implementing | System in place | Already certified

## 13. Consultant use:

Yes No

Are you using a consultant to help you implement/manage the management system?

Consultancy name/contact info:

## 14. Where did you hear about NQA's service? (Tick all that apply)

| | | |
|---|---|---|
| Existing client | Event (exhibition or virtual) | Social media |
| Consultant recommendation | Promotional email | Advertising campaign |
| Professional recommendation | NQA website | Search engine (Google) |

Other (please specify)

**Please ensure that the following sections of this form are also completed (as appropriate).**
**PLEASE CLICK BELOW TO GO DIRECTLY TO THE RELEVANT SECTION:**

| | | |
|---|---|---|
| **A** - ISO 9001:2015 (Quality) | **B** - ISO 14001:2015 (Environmental) | **C** - ISO 45001:2018 (H&S) |
| **C** - SSIP (Safety Systems in Procurement) | **D** - ISO 50001:2018 (Energy) | **E** - ISO 13485:2016 (Medical Devices) |
| **F** - ISO 27001:2013 (Info Security) | **F** - ISO 27701 (Privacy Information) | **G** - ISO 44001:2017 (Collaborative) |
| **H** - ISO 55001:2014 (Asset) | **I** - Transferring your Certification | |

**CLICK HERE TO SUBMIT VIA EMAIL**

**If you have any problems completing this form please call +632 88863795 or email info@nqa-ph.com**

If you choose to give us any personal information (for example your e-mail address) we will treat this information in line with our privacy notice which can be located here: https://www.nqa.com/privacy. We will only use the information provided to respond to your enquiry and provide you with any information or materials requested. By submitting this information you are requesting a quote for services from NQA and a subsequent quote letter will be issued to you based on the information provided within this form.

# SECTION A - ISO 9001:2015

**ONLY COMPLETE THIS SECTION IF APPLYING FOR CERTIFICATION AGAINST THIS STANDARD**

| | Yes | No |
|---|---|---|
| **1. Do you undertake design and development of products and services?** | | |

If yes, please detail the number of staff engaged in design activities:

**CLICK HERE TO RETURN TO PAGE 3 AND SUBMIT DOCUMENT**

# SECTION B - ISO 14001:2015

**ONLY COMPLETE THIS SECTION IF APPLYING FOR CERTIFICATION AGAINST THIS STANDARD**

**Please complete the following questions considering ALL locations applying for certification.**

## 1. Are your operations subject to an authorisation/permit/licence/registration from a regulatory body? (e.g. environmental permit, hazardous waste producer registration, abstraction licences, registered waste or water discharge exemptions, etc.)

Yes ☐ No ☐

If yes, please provide details (including permit/licence/registration numbers):

## 2. Discharges to water/sewer:

Do you produce any industrial effluent (other than domestic sewage and surface water)? Frequently ☐ Occasionally ☐ Never ☐

## 3. Waste:

Do you produce hazardous, special or clinical waste? Frequently ☐ Occasionally ☐ Never ☐

## 4. Noise and nuisance:

Have you had complaints with respect to noise or other nuisances (smoke, dust, fumes, odours or other escapes) from your premises? Frequently ☐ Occasionally ☐ Never ☐

Details, including which location(s) this applies to:

## 5. Incidents/prosecutions:

Have you had, including significant stakeholder complaints any environmental incidents leading to high clean-up costs or a breach of legislation (including prosecution)? Yes ☐ No ☐

If you answered yes to any of the above questions, please provide details, including which location(s) this applies to:

## 6. Are any of the following site specific issues relevant?

Are there any surface waters (rivers, lakes, streams, etc.) or boreholes within or adjacent to the site boundaries? Yes ☐ No ☐

Is your site overlying groundwater of significance (e.g. major/minor aquifer)? Yes ☐ No ☐

Do you have listed buildings (Grade I, Grade II*, Grade II) or archaeological sites (tumuli, burial mounds etc.) on site? Yes ☐ No ☐

Is the site within or adjacent to any designated nature conservation sites including Site of Special Scientific Interest (SSSI), National Park, or Special Areas of Conservation? Yes ☐ No ☐

Are there any other conservation issues at the site? Yes ☐ No ☐

Is there evidence to suggest land contamination requiring clean-up is present at the site? Yes ☐ No ☐

If you answered yes to any of the above questions, please provide details, including which location(s) this applies to:

**CLICK HERE TO RETURN TO PAGE 3 AND SUBMIT DOCUMENT**

# SECTION C - ISO 45001:2018

**ONLY COMPLETE THIS SECTION IF APPLYING FOR CERTIFICATION AGAINST THIS STANDARD**

## 1. If you are applying for SSIP please identify which role(s) you would like approving against:

Designer ☐ Principal Designer ☐ Contractor ☐ Principal Contractor ☐ Non-construction ☐

## 2. Please provide details of the hazards associated with your activities:

| Hazards | Please tick | Please detail which processes these hazards relate to? |
|---|---|---|
| Working with asbestos | | |
| Working with explosives | | |
| Working with and storage of flammable substances | | |
| Transport of dangerous goods | | |
| Underwater diving at work | | |
| Working with materials at extreme temperatures | | |
| Working with dangerous animals | | |
| Working in proximity to water (risk of drowning) | | |
| Working with gas | | |
| Working with ionising radiation | | |
| Working with lifting equipment and lifting operations | | |
| Working with biological hazards | | |
| Working in proximity to moving vehicles | | |
| Food preparation for other parties | | |
| Working in compressed air (risk of decompression illness) | | |
| Working at heights | | |
| Working in confined spaces | | |
| Working with pressure systems | | |
| Use of lead and heavy metals at work | | |
| Working with fumes/gasses/dust | | |
| Working with chemical hazards | | |
| Use of work equipment (PUWER) | | |
| Other (please specify) | | |
| | | |

## 3. Please identify the main hazardous materials associated with your processes and provide details:

## 4. Radioactive and dangerous substances:

Do you keep, use, accumulate or dispose of radioactive substances? Yes No

Does your business handle, produce, use or store dangerous substances (including toxic, oxidising, explosive, flammable, etc.) in large quantities and could therefore be subjected to COMAH (Control of Major Accident Hazards)? Yes No

If you have answered yes to any of the above questions, please provide details, including which location(s) this applies to:

## 5. Are there members of the public present at your organisation's sites? Yes No

If yes, please specify which sites:

## 6. Please provide details of legislation, regulations, obligations and guidance notes applicable to the business:

E.g. Construction Design and Management Regulations, Control of Major Accident Hazards Regulations, etc.

## 7. Please provide a description of any formal involvement with a competent regulatory authority:

E.g. HSE in the UK

## 8. Have you had any incidents leading to or pending prosecution/insurance claims/ enforcement notices in the last five years? Yes No

If yes, please provide details:

## 9. Please state accurately all injuries, diseases and dangerous occurrences (RIDDOR) for the past 12 months:

Number of reportable injuries: Fatal Major Over seven days

Number of reportable dangerous occurrences: Number of reportable accidents involving a member of the public:

Details of reportable diseases:

Details of reportable injuries:

**Note: Disclosure of information is a requirement for contractual obligation. The applicant may be contacted before issue of a quotation.**

## 10. Are there any additional personnel that are not detailed in your employed personnel number (e.g. contractors/subcontractors personnel) performing work or work-related activities under the control or influence of the organisation's system? Yes No

If yes, please state how many:

CLICK HERE TO RETURN TO PAGE 3 AND SUBMIT DOCUMENT

# SECTION D - ISO 50001:2018

**ONLY COMPLETE THIS SECTION IF APPLYING FOR CERTIFICATION AGAINST THIS STANDARD**

**IF YOU ARE A MULTI-SITE CLIENT PLEASE DOWNLOAD, COMPLETE AND RETURN THE NQA MULTI-SITE SUPPLEMENT QUESTIONNAIRE.**

| | |
|---|---|
| Number of EnMS effective personnel on site: | |
| Role(s) of EnMS personnel: | |
| Processes/activities of site: | |
| Annual energy consumption (Terajoules): | |
| Energy sources: | |
| Significant energy uses: | |
| Energy regulations applicable to site: | |

**For additional guidance on how to complete this section please click here.**

**CLICK HERE TO RETURN TO PAGE 3 AND SUBMIT DOCUMENT**

# SECTION E - ISO 13485:2016

**ONLY COMPLETE THIS SECTION IF APPLYING FOR CERTIFICATION AGAINST THIS STANDARD**

## 1. What is the intended use of your product?

## 2. Are your products sterile?

Yes ☐ No ☐

If yes, please provide details of sterilization method:

When/how was the sterilization conducted? ☐ During production ☐ Outsource ☐ Intend for end-user sterilization

| Sterilization methods | Please tick | Details |
|---|---|---|
| Ethylene oxide gas, (e.g. ethylene oxide gas sterilization): | ☐ | |
| Moist heat (e.g. pressure steam sterilizer): | ☐ | |
| Aseptic processing (e.g. sterilization by boiling; disinfection; ozone disinfection): | ☐ | |
| Radiation sterilization (e.g. gamma, x-ray, electron beam): | ☐ | |
| Sterilization method other than specified above | ☐ | |

## 3. Is software used in the product?

Yes ☐ No ☐

If yes, please provide details for software:

As an independent medical used software? Yes ☐ No ☐

As a component part of the finished medical device? Yes ☐ No ☐

As an embedded part of the finished medical device? Yes ☐ No ☐

## 4. Have you had any incidents leading to or pending prosecution/insurance claims/ enforcement notices in the last year?

Yes ☐ No ☐

If yes, please provide details:

## 5. Please list below legal obligations relevant to the proposed scope of certification:

## 6. Please list the requirements of ISO 13485 that you do not deem applicable to the proposed scope of the management system:

| Clause | Reason |
|---|---|
| | |
| | |
| | |
| | |
| | |
| | |

## 7. Organisational and process complexity:

| | | | | |
|---|---|---|---|---|
| Does the organisation have a large product range and/or complexity of medical device? | Yes | | No | |
| Does the organisation use suppliers to supply processes or parts that are critical to the function of the medical device and/or the safety of the user or finished product? | Yes | | No | |
| Does the organisation install products on the customer's premises? | Yes | | No | |
| Does the organisation have poor regulatory compliance? | Yes | | No | |
| Does the organisation have multiple shifts/a number of production lines? | Yes | | No | |
| Does the organisation have no production (e.g. wholesale, retail, transportation or maintenance of equipment? | Yes | | No | |
| Does the organisation reduce the production range since last audit? | Yes | | No | |

If you answered yes to any of the above questions, please provide details below:

CLICK HERE TO RETURN TO PAGE 3 AND SUBMIT DOCUMENT

# SECTION F - ISO 27001:2013

**ONLY COMPLETE THIS SECTION IF APPLYING FOR CERTIFICATION AGAINST THIS STANDARD**

## 1. Are you aware of any standards, regulations or laws with which your company or industry must comply? If so list these below:

Legal (e.g. Data Protection Act, Computer Misuse Act etc):

Regulatory (e.g. PCI DSS, Information Governance Statement of Compliance (IG SoC)):

## 2. Risk level and complexity - if you answer yes to any of the below you must provide details:

| Type | Criteria | Examples | Yes | No | Comments |
|---|---|---|---|---|---|
| Government classification | Do you handle Government information classified at or above secret? | e.g. military bases, defence supply chain, government departments. | | | |
| Nature of information managed | Could the nature of information held result in a breach or loss; having material financial, personal or reputational impact to any interested party?<br>Information handled includes:<br>• Customers, end users, staff contractors or others sensitive personal information e.g. health records or financial information<br>• Intellectual property (e.g. designs, software source code) | e.g. Solicitors, law firms, banks, insurers, credit agencies (regulated by FCA), organisations providing payroll services or pension administration etc. | | | |
| Volume of data managed - aggregated data sets | Does the information held include a large set of sensitive personal information that could be used for identity theft or fraud?<br>e.g. This could include individuals' usernames and passwords used to access web portals or other systems. | e.g. E-commerce websites, utility companies, online payment websites, organisations collecting individual's data via web portals, organisations processing and analysing customer data. | | | |
| Complexity of technology used | Does the technology used include a diverse or complex infrastructure?<br>e.g. Many servers (>100 physical or virtual servers)<br>AND/OR<br>"Bring your own device" (BYOD) is permitted. | e.g. Large IT infrastructure, many servers, multiple different platforms, any organisation permitting BYOD ("bring your own device") is included in this criterion, regardless of size. | | | |
| Regulation | Is your organisation regulated?<br>e.g. Regulated by Financial Conduct Authority, Ofcom, Ofsted, Oftel, Solicitors Regulatory Authority, Law Society, GMC).<br>AND/OR<br>Subject to sector specific rules e.g. Cheque Printers Accreditation Scheme C &CCC Standard 55, UK Health Service's Information Governance<br>Statement of Compliance (IG SoC), ADISA (Asset Disposal and Information Security Alliance), PCI DSS. | e.g. Banking, cheque printers, hospitals, education. | | | |
| Complex tasks | Does your organisation develop software? | | | | |

| Type | Criteria | Examples | Yes | No | Comments |
|---|---|---|---|---|---|
| National importance of products/services & high availability requirements | Are your services:<br>Part of critical national infrastructure (e.g. emergency services, communications, financial services, health, transport, utilities)<br>AND/OR: An essential part of national infrastructure supply chain (e.g. data centre hosting national infrastructure systems)<br>AND/OR: Potential terrorist target<br>AND/OR: Non-availability of your services or product may severely affect the health, well-being, safety or security of people. | e.g. broadcasting support providers, utilities (power, water, gas), internet and mobile service providers, air traffic control, examination boards<br>Or banking services, borders and immigration controls, health management systems. | | | |
| Supply Chain | Do you share sensitive information with third parties?<br>e.g. Customers'/end users'/staff or others personal information. Including outsourced payroll, third party vetting services (criminal records, credit checks)<br>AND/OR: Intellectual property (designs, source code or other sensitive proprietary information). | e.g. Criminal records, credit checks, outsourced payroll etc. | | | |
| Importance of integrity of information | If the information produced by your company is incorrect or incomplete, could there be a threat to individual or collective health / wellbeing / safety / security / miscarriage of justice or risk of fraud? | e.g. Organisations such as secure printers (passport/ visa printers/prescription/ medical instruction printers), health providers (clinical information/ medical record systems), gambling service providers. | | | |
| Susceptibility to fraud or targeted disruption | Could the theft of information (by staff / contractors or others) managed by your organisation result in fraud or targeted disruption?<br>e.g. Theft of personal information by staff working in finance / insurance, call centres, clinics, pharmacies.<br>AND/OR: Hacking of software/website/IT systems. | e.g. Organisations susceptible to fraud (e.g. by theft or misuse of data) or heightened risk of attempted fraud. | | | |
| Information not available to audit | Do you hold any ISMS related information that cannot be made available for review by the audit team because it contains confidential or sensitive information? | N/A | | | |
| Clearance | Does the audit team require security clearance to attend the site? | | | | |

# ISO 27701:2013 (PRIVACY INFORMATION MANAGEMENT)

## 1. Please detail below the data protection/privacy legislation applicable to your organisation: (e.g. GDPR)

## 2. Are you currently or has your business ever been under investigation/fined by a data enforcement agency? (e.g. ICO)

Yes ☐ No ☐

If yes, please provide details below:

## 3. Please confirm whether your organisation is a data processor, data controller or both:

Data Processor ☐ Data Controller ☐ Both Data Processor and Data Controller ☐

CLICK HERE TO RETURN TO PAGE 3 AND SUBMIT DOCUMENT

# SECTION G - ISO 44001:2017

ONLY COMPLETE THIS SECTION IF APPLYING FOR CERTIFICATION AGAINST THIS STANDARD

## 1. Please provide the details below of the relationships you would like certificating:

| | Collaborative Business Relationship to be certified | Number of employees involved in the Collaborative Business Relationship | Details of the Collaborative Business Relationship |
|---|---|---|---|
| 1 | | | |
| 2 | | | |
| 3 | | | |
| 4 | | | |
| 5 | | | |
| 6 | | | |
| 7 | | | |
| 8 | | | |
| 9 | | | |
| 10 | | | |

CLICK HERE TO RETURN TO PAGE 3 AND SUBMIT DOCUMENT

# SECTION H - ISO 55001:2014

**ONLY COMPLETE THIS SECTION IF APPLYING FOR CERTIFICATION AGAINST THIS STANDARD**

**IF YOU ARE A MULTI-SITE CLIENT PLEASE DETAIL ON A SEPARATE SHEET THE ASSET GROUPS PERTAINING TO EACH SITE, UNLESS THESE ARE UNIFORM ACROSS ALL SITES**

## 1. Please detail the business activities covered by your Asset Management System (AMS):

## 2. Please list the different categories of Asset Groups below (use a separate sheet if necessary):

| | Asset group name | Asset group description | Company asset? | Client asset? |
|---|---|---|---|---|
| e.g. | *Vehicle Fleet* | *Lorries within vehicle fleet* | | |
| 1 | | | | |
| 2 | | | | |
| 3 | | | | |
| 4 | | | | |
| 5 | | | | |

## 3. Please select the most appropriate description applicable to your scope of AMS:

The asset portfolio is a complex networked system of assets. It is a highly interdependent system.

The asset portfolio is complex, but has discrete locations with partially interdependent systems.

The asset portfolio is at a discrete location with independent functional systems.

## 4. Please select the most appropriate description applicable to the criticality of your business assets within the scope of your AMS:

High impact on business and stakeholders of asset failure.

Medium impact on business and stakeholders of asset failure.

Low impact on business and stakeholders of asset failure.

## 5. Are there significant business continuity and supply chain risks?

Yes No

If yes, please provide details:

## 6. Are there any statutory requirements for recording financial and non-financial information relevant to asset management, risk management, management of change, complexity of the outsourced processes etc.

Yes No

If yes, please provide details:

**CLICK HERE TO RETURN TO PAGE 3 AND SUBMIT DOCUMENT**

# SECTION I - TRANSFERRING

**ANSWER THE FOLLOWING QUESTIONS IF YOU WISH TO TRANSFER YOUR CERTIFICATION FROM YOUR CURRENT CERTIFICATION BODY.**

**Please complete one transfer set of questions per certificate you wish to transfer to NQA.**

## 1. Certificate details:

| Certificate number | Standard | Valid until date | Certification Body |
|---|---|---|---|
| | | | |

## 2. Reason for transferring:

## 3. Are your certifications currently active?

Yes ☐ No ☐

## 4. Have any complaints been raised against your organisation to your certification body, or is a regulatory body currently engaged with or investigating you in relation to activities you are certificated for? (e.g. HSE for health and safety breaches)

Yes ☐ No ☐

If yes, please provide more information:

## 5. Please detail the number of open major and/or minor non-conformities on this certificate:

| No. of minors | No. of majors |
|---|---|
| | |

If one or more, please provide details:

## 6. How frequently do you receive audits from your current certification body?

Annually ☐ 6 monthly ☐ Other ☐

## 7. Please detail your last audits up to and including the latest recertification or stage 2 audit:

| Audit type (Surveillance/Recert/Stage 2/Special) | Audit duration | Audit date |
|---|---|---|
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

**To support your transfer please provide the following:**

- **Copies of your certificates**
- **Audit reports for all audits conducted up to and including your last Recertification or Stage 2 audit**
- **Corrective action plan(s) for any non-conformances**

If the required supporting documents are not provided a transfer may not be possible. NQA will contact your existing certification body to verify the validity of your certification. **Please note:** Do not cancel your certification with your existing certification body until the transfer process has been completed by NQA and you have received an NQA Certificate.

**CLICK HERE TO RETURN TO PAGE 3 AND SUBMIT DOCUMENT**