



How to Choose an ISO 9000 Registrar

Executive Summary

Selecting the Registrar that will determine whether your company meets the ISO 9001 requirements for registration is one of the most important decisions you will make. You want to select a Registrar that will best fit your needs and will work with you and your organization to achieve the best possible results.

You will work with your selected Registrar for years to come so it is important to evaluate a few companies and make your decision based on clear criteria. This Buyer's Guide provides you with a general understanding of the role of the Registrar in your ISO 9001 certification and a checklist of guidelines you can use to compare different companies.

ABOUT THIS BUYER'S GUIDE

The How to Buyer's Guides – for ISO 9000 is a series of free resources for companies seeking ISO 9001 certification for the first time. They are provided to help with the decisions involved with preparing for and achieving ISO 9001:2008 certification.

The Buyer's Guides were developed by the ISO 9000 consultants at 9000World based on hands-on experience working with hundreds of companies achieving ISO 9001 certification.

What Does the Registrar Do?

The Registrar is responsible for determining whether your company's Quality Management System (QMS) meets the requirements of the ISO 9001 standard.

Pre-Assessment (optional)	<ul style="list-style-type: none">• You may request a pre-assessment audit by the Registrar as a check of your readiness prior to the actual Stage 1 and Stage 2 audits.• A pre-assessment audit is an "off the record" review of your quality management system to help you identify any remaining gaps.• A pre-assessment is an optional step; if you are working with a consulting firm for preparing for your ISO certification, you should not need a pre-assessment from the Registrar.
Stage 1 Audit	<ul style="list-style-type: none">• The Registrar will conduct the Stage 1 audit to be sure you have implemented the required processes and the basic documentation required by ISO 9001.• In some situations, the Stage 1 audit may be conducted "virtually" via phone and email; check with your Registrar to inquire about this option.• Any concerns or gaps identified by the Registrar must be corrected prior to the Stage 2 audit.
Stage 2 Audit	<ul style="list-style-type: none">• The Stage 2 audit is the thorough walk-through of your quality management system to ensure ISO requirements are met and overall effectiveness.• Non-conformances will be documented in the audit report.• You must respond to non-conformances with a written corrective action within 30 days of the Stage 2 audit.

How to Buyer's Guide – for ISO 9001

Issue ISO Certificate	<ul style="list-style-type: none">• Upon successful completion of your Stage 2 audit the Registrar will issue you a certificate which is good for 3 years.
Surveillance Audits	<ul style="list-style-type: none">• The Registrar will return to your facility every 6 or 12 to conduct Surveillance audits to be sure your QMS is maintained.• Surveillance audits have a more limited scope than the initial certification audit.
Re-certification Audit	<ul style="list-style-type: none">• Every 3rd year a complete audit of your quality management system must be completed in order to renew your certification.• A new ISO 9001 certificate will be issued upon successful completion of the re-certification audit.

Where Can I Find a List of Registrars?

One of the best sources for Registrars in the U.S. is on the ANAB (ANSI-ASQ National Accreditation Board) website: <http://www.anab.org>.

How to Buyer's Guide – for ISO 9001

Checklist for Rating Registrars?

Get two or three quotes from different Registrars to compare. Here is a list of questions you might ask to help determine the best fit for your organization. [Click here](#) for a printable version of the table.

	Registrar 1	Registrar 2
Company name		
Website		
Phone number		
Contact name		
Contact email		
First year audit cost		
Estimate of travel costs		
Additional first year fees		
TOTAL FIRST YEAR FEES		
Second year audit cost		
Estimate of travel costs		
Certification maintenance fee		
TOTAL RECURRING FEES (Year 2 and following)		
Is the Registrar qualified to audit your industry?		
What Standards does the Registrar audit to? (This may be important if you need another certification at a later date)		
Are they ANAB Accredited? (For USA certifications.) (Are they accredited by other agencies relevant to your country or industry?)		
Are they responsive to you when you contact them? (Providing a quote, answering questions, etc.)		
How big is their organization? (This may be relevant especially if you are a very small company. You may want to consider a smaller Registrar as well.)		
Where are their auditors located? (To minimize travel costs)		
Call notes (Always call the Registrar to check them out)		
Business references (be sure to ask to talk to some of their actual clients who have been certified)		
My ranking of the Registrars (1,2,3 etc ...)		

For more information about how to choose a Registrar or for some general recommendations call our office to speak with our experienced ISO 9001 consultants (866-354-0300) or send an email to isohelpdesk@9000world.com.

How to Buyer's Guide – for ISO 9001

Disclosure

9000World and www.9000world.com are owned by Core Business Solutions, Inc., a full-service provider of products and services to assist companies in preparing for ISO 9001 certification.



© 2009 Core Business Solutions, Inc. All rights reserved worldwide.