

Dominite Management Systems Ltd.

Accredited ISO Management Systems Assessments & Certification Body



DMSL Nigeria - Assuring Confidence

About Us

DMSL was incorporated in Nigeria in January 2013 and Rwanda in April 2014 as an Impartial ISO Management Systems (IMS) assessment, evaluation and certification services provider to organizations in all sectors of the economy.

DMSL Nigeria, accredited by International Accreditation Service Inc. (www.iasonline.org) is a private assessment and accredited certification company.

Our impartial assessments and evaluation services are offered in compliances to ISO 17021 and ISO 17024 Standards.

Our Services are:

- ISO Management Systems Auditing & Evaluation
- ISO Management Systems Assessment & Certification

We serve organizations in the following sectors of economy:

- Engineering / Infrastructural Development, Energy and Construction
- Industrial & Manufacturing & Production Industries
- Food & Agriculture
- IT & Telecoms
- Medical & Pharmaceutical
- Social Services and
- Public Sector.

Our Services

Accredited ISO Management Systems Assessment & Certification

DMSL Nigeria, accredited by International Accreditation Service Inc. (www.iasonline.org) is a private assessment and accredited certification company.

DMSL looks beyond certification to provide you with value adding assessments required for evaluating and improving client's business via a process-based assessment focusing on business risk elimination and efficiency optimization.

In cooperation with our internationally accredited certification partners, we offer accredited certification scopes not outside our current scopes of accreditation.

Our International accredited certification partners are worldwide reputable accredited certification bodies with their **Accreditation Bodies respectively signatories to International Accreditation Forum (IAF) Agreements.**

We cover the following ISO Management System Standards:

- ISO 9001QMS – Quality Management System
- ISO 14001 EMS – Environmental Management System
- ISO 22000 FSMS – Food Safety Management System
- ISO 20000-1 SMS – Services Management System
- ISO 39001 RTSMS – Road Traffic Safety Management System
- ISO 27001 ISMS – Information Security Management System
- ISO 22301 BCMS – Business Continuity Management System
- OHSAS 18001 – Occupational Health and Safety Management System

As more standards are being released by ISO, DMSL determines the customer needs for the new management systems standards and provide adequate resources to offer them as services to the clients.

Overview of ISO 9001

What is ISO 9001?

ISO 9001 is a standard that sets out the requirements for a quality management system. It helps businesses and organizations to be more efficient and improve customer satisfaction. A new version of the standard, ISO 9001:2015, has just been launched, replacing the previous version (ISO 9001:2008).

What is a management system?

A management system is a way of defining an organization's operations to help it meet its objectives.

So, what is a “quality” management system?

A quality management system is a way of defining how an organization can meet the requirements of its customers and other stakeholders affected by its work. Other ISO standards look at other types of management systems, such as ISO 14001 for environmental management or the upcoming ISO 45001 for occupational health and safety management.

ISO 9001 is based on the idea of **continual improvement**. It is designed to be flexible enough for use by many different types of organization, so does not specify what the objectives relating to “quality” or “meeting customer needs” should be. Instead, it requires organizations to define these objectives themselves and continually improve their processes in order to reach them.

Once these targets have been attained, they must be reassessed... in a quest for continual improvement.

A good quality management system can bring benefits to organizations of all sizes and all sectors, from the small manufacturer of bicycle parts to a hospital employing 5 000 people. In fact, when ISO 9001:2015 was revised, one of the main improvements was to make it accessible to all types of enterprises, including service-oriented organizations.

Reaping the benefits of ISO 9001

What benefits will it bring to my business or organization?

Implementing a quality management system will help you:

- Assess the **overall context** of your organization to define who is affected by your work and what they expect from you. This will enable you to clearly **state your objectives and identify new business opportunities**.
- Put your **customers first**, making sure you consistently meet their needs and enhance their satisfaction. This can lead to repeat custom, new clients and increased business for your organization.
- Work in a **more efficient way** as all your processes will be aligned and understood by everyone in the business or organization. This increases productivity and efficiency, bringing internal costs down.
- Meet the necessary **statutory and regulatory requirements**.
- **Expand into new markets**, as some sectors and clients require ISO 9001 before doing business.
- **Identify and address the risks** associated with your organization.

Value of Accredited Certification

Should I get certified?

Certification to ISO 9001 is not a requirement and you can use the standard to improve the way you work without being certified. However, third-party certification – when an independent certification body audits your practices against the requirements of the standard – is a way of signaling to your buyers, customers, suppliers and other stakeholders that you have implemented the standard properly.

For some companies, however, third-party certification may be a requirement. For example, some governments or public bodies may only contract suppliers that have been certified to ISO 9001.

What are the benefits of using an accredited certification body?

There are many reasons why you should use the services of an accredited certification body:

- de-risk your procurement by taking the guesswork out of choosing a certification body by giving you confidence that you will get the service that closely meets your requirements;
- win new business particularly since the use of accredited conformity assessment services is increasingly a stipulation of specifiers in both the public and private sector;
- gain access to overseas markets since certificates issued by bodies that are accredited by an IAF MLA signatory are recognized and accepted throughout the world;
- help to identify best practice since the certification body is required to have appropriate knowledge of your business sector;
- control costs with the help of knowledge transfer since accredited certification bodies can be a good source of impartial advice;
- offer market differentiation and leadership by showing to others credible evidence of good practice;
- demonstrate due diligence in the event of legal action;
- reduce paperwork and increase efficiency by reducing the necessity to re-audit your business.

Steps to Becoming ISO 9001:2015 Certified

Enquiry & Application	Customers make enquiry, obtain and fill Certification Client Application Form
Work order or Proposal	After contract review, DMSL Nigeria or its commercial affiliate will send the work order to Client
Stage 1 Audit	Stage 1 audit is carried out to determine the adequacy of the client's management system documentation and readiness to proceed to the Stage 2 audit
Stage 2 Audit	After the findings from the Stage 1 audit have been resolved, the client is to notify the Audit Team Leader on the readiness to proceed to the Stage 2 audit. The purpose of the Stage 2 audit is to evaluate the implementation, including effectiveness, of the client's management system.
Recommendation	On satisfactory completion of the Stage 2 audit and verification of any non-conformity raised, the Audit Team Leader will prepare a recommendation report to the Certification Panel for approval.
Issue of certificate	The certificate will be issued upon payment of all fees due and the signing of the Certification Agreement. The certificate is valid for 3 years from the date of approval.
Surveillance & Recertification	All certified organizations will be subjected to one annual surveillance audit. In exceptional cases, two surveillance audits may be carried out annually. The first surveillance will be carried out 12 months from approval date. Renewal of certification is subject to a satisfactory Recertification audit carry out before the expiry of the certificate.

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Impartial ISO Management Systems Assessments & Accredited Certification Services

DMSL Nigeria

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