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OnlineISO

**The low cost, rapid way to create your own ISO system.
It's what we're certified for!**

You're probably reading this because you wanted to know how this system works. We hope that this answers your questions.

How Much Does This Cost?

To create a single system costs £250 (ISO9001, ISO14001, OHSAS18001).

To create a "dual system" costs £400 (Combined ISO9001 & 14001).

To create a "triple system" costs £550 (Combined ISO9001, 14001, OHSAS18001).

For this, we not only create your initial system, but we also host it for you at

www.iso9000.co/yourcompany or
www.iso14000.co/yourcompany or
www.ohsas18000.co/yourcompany etc.

If a customer asks to see your system, you can provide them with a temporary link to your site. Having such a prestigious address should impress them!

Each year, will conduct an "audit of audits" for you, for as long as you continue to use our services.

*VAT will be added at the current rate for all UK customers. EU customers can provide their VAT number and we will not charge VAT (they can pay locally).

All non EU customers will not be charged VAT.

Do I have to Pay Anything Else?

You will need to pay the certification body in order to be assessed against the standard.

Prices vary, so you will need to contact them to find out. We maintain lists of certification bodies that we have worked with and found to be approachable and who offer competitive prices, especially for small and medium sized businesses, (Some certification bodies discourage smaller businesses, as they only want the very large, premium-sized businesses. We don't include those in our lists).

Please be aware that you won't (cannot!) be offered easy assessments just because you select any of the certification bodies that we suggest. That would be illegal on their part, as they have to be fair to all applicants.

You should also purchase a copy of the relevant standard from www.iso.ch or www.bsi-global.com. Unfortunately we can't supply these standards. But you can download them as PDF documents very quickly and easily.

After the first year, we charge just **£150** per year if you wish to continue to use us to host your system.

We can also conduct an annual "audit of audits" for you upon renewal of your annual subscription, **included free with your renewal fee**. (we would usually charge £350 for this activity).

As well as hosting your system, we will provide you with updated information about your chosen standard and related standards. You can of course, continue to modify your procedures, add forms and documents as you wish.

What Do I get For My Money?

Our system will provide **all of the documented procedures** that your selected standard requires, as well as many that are optional, but very useful.

Our system will also provide the policies that are required, as well as objectives, aims and targets as relevant to your selected standard..

As a bonus, the system will also provide forms such as

- management review agenda,
- audit report form
- feedback report form
- nonconformance report form
- training record spreadsheet
- WEEE Directive and Guidance (ISO14001 systems)
- AL7 - Noise Guidance (ISO14001 and OHSAS18001 systems)
- Waste Regulations 2011 (ISO14001 systems)
- Environmental Risk Register (ISO14001 systems)
- OHSAS Risk Register (OHSAS18001 systems)
- and others.

Your system will be hosted on a prestigious web address.

ISO9000 systems will be on www.iso9000.co/yourCompany.

ISO14001 systems will be on www.iso14001.co/yourCompany.

OHSAS18001 systems will be on www.ohsas18001.co/yourCompany.

You can't get much better than that!

You also receive access to clear, detailed explanations of what your procedures should contain. You also receive access to our acclaimed explanations of ISO9001, ISO14001 or OHSAS18001 (depending on standard that is relevant to your system).

You will receive preferential rates for internal audits and other reviews, as well as for advice regarding information about your selected standard. We can even provide support if you want assistance in dealing with your chosen certification body.

If it's about a standard, we can help!

How Do I Create My New System?

It is very easy.

Once you have purchased your license, you will need to open your browser (Internet Explorer or FireFox) and navigate to our site. We will have sent you the location and passwords, etc.

Then select the applicable standard, e.g. ISO9001, ISO14001 or OHSAS18001. After that, the system will ask you a number of questions in a number of easy stages.

Depending on your answers, the system will create the procedures that apply to your organization.

The logo for STANDARDS HOUSE features the word "STANDARDS" in a large, elegant, black serif font, with "HOUSE" below it in a similar but slightly smaller font. The background behind the text is a light blue, stylized world map.

STANDARDS HOUSE ADMIN SYSTEM

Note: To use this site, Javascript should be enabled in your Browser.

Will your Javascript settings work with our site?

YES, YOU MAY PROCEED!

You are using  which is suitable for this site.
Proceed...

LOGIN PAGE

Enter Login ID :

Enter password :

Upon completion, our system will send you two sets of two emails. The first set of two contains the login details for you and other members of your business to access your new system.

The second set of two emails contain details of how you can access your Administrator Control Panel. You will need to use this in order to install new forms onto the system, if you need them, and to make changes to your procedures etc. Although our system is quite intelligent, it is just a computer, so you will probably need to do some fine-tuning of your new system.

If you haven't received your emails within 2-3 minutes, please check your spam filters. We've never found any occasion when our system has failed to send the emails, but there have been a few occasions when people have entered their email address incorrectly or else their spam filter has trapped our emails.

When you log onto your new system, you will see an EDIT button at the foot of each procedure. By clicking this and entering your Administrator password, you can edit the procedures as you wish. Each of the procedures is accompanied by an extensive set of explanations to help you to understand what the standard requires from you. There are also explanations about the standard itself, along with lots of hints and tips.

Can I Set It Up Quickly?

Yes.

We believe that on average, most customers with a business of 1-20 people should be able to have their first set of procedures within 20 minutes. It will probably take another 1-2 hours to make the procedures more fully reflect the business, although we have had reports of people having their system finalised within 20 minutes in total.

This process never really stops, though. You should expect to keep returning to your procedures frequently as you put everything into operation and as you become more familiar with your selected standard. As your system becomes more mature, the amount of time you spend on your procedures should reduce gradually until it becomes a background task.

Ahead of your assessment, you may well feel that you need to do all those things you've been meaning to do. Everyone does that, it seems! Try to avoid making any drastic, last minute changes, though. It's usually not necessary.

What If I Make a Mistake?

You can easily edit any of the procedures. Change them as much or as little as you want, as often as you want.

What About Keeping It All Up To Date?

You should aim to spend a small amount of time each month, making sure that your procedures continue to reflect your business needs. Don't forget that your system should be audited regularly and that you need to show evidence of the actions you took when problems occurred. You also need to show evidence that your senior management have reviewed the effectiveness of your system.

When I Edit My Procedures, Are The Changes Identified?

Yes.

Just select the check box next to the paragraph that you have changed and our system will mark the changes with a red bar at each side of the paragraph. It will even suggest the words to go into the change history section for that procedure. This simplifies the document control process immensely!

What Will My Procedures Look Like?

Your system will have a really modern look. As well as state of the art drop-down menus in a clearly titled sidebar, many procedures contain flow diagrams, which can greatly reduce the complexity of the descriptions and greatly improve the level of understanding.

The screenshot displays a web application interface. On the left is a sidebar menu with the following items: HOME, POLICIES (with sub-items: Scope, Quality Policy, Objectives), ADMINISTRATION (with sub-items: Documents, Records, Corrective actions, Audits, Management reviews, Preventive Actions, Training, Roles & Responsibilities), and OPERATIONAL PROCEDURES. The main content area is titled 'Corrective actions' (Version 1 - 19 Jul, 2011) and contains sections for 'Documentation', 'Process', and 'Flowcharts'. The 'Process' section includes a 'NOTE' stating: 'Corrective actions are the actions you should take. This is the process of deciding whether or not to examples are given here. Please alter them or del'. The 'Flowcharts' section features a flowchart with the following steps: 'Determine Customer requirements' leads to 'Planning (requirements for personnel, training)'. 'Statutory requirements, etc' and 'Staff selection and training' both lead into the 'Planning' step. The 'Operational Process' is the final step, which is highlighted in yellow, and it receives input from the 'Planning' step.

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graph TD; A[Determine Customer requirements] --> B[Planning (requirements for personnel, training)]; C[Statutory requirements, etc] --> B; D[Staff selection and training] --> B; B --> E[Operational Process];
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How Do I Make Changes To My Procedures?

Click the EDIT button at the foot of the procedure and then enter the System Administrator login name and password.

This brings you to your **DOCUMENT CONTROL PANEL**. From here you can select from a number of options. You can read the guidance about editing procedures.

Or you can read the guidance that relates to this particular procedure (always a good idea).

You can also upload a document so that a link to it is displayed in the procedure. Or you can remove a document from the procedure. You can store up to thirty megabytes of documents on the system (more space can be provided).

And of course, you can make changes to your procedure.

There is detailed guidance on how to do all of these things, available from your **DOCUMENT CONTROL PANEL**.

On page 9, you can see what the **DOCUMENT CONTROL PANEL** looks like.

On page 10, you can see how the changes to your procedures are identified.

Can I Display Our Company Logo in Each Procedure?

Yes.

Via your Administrator Control Panel, you can upload your company logo and all procedures will immediately display it at the top right-hand side.

When I Am Ready For The Assessment, What Do I need To Do?

You need to apply to the relevant certification body well in advance of the time at which you want to be assessed. Applying early still allows you the opportunity to agree a mutually convenient date with the assessment body, so it's best to do it sooner, rather than later. Within your Administrator Control panel, there is further advice, along with the contact details for a number of certification bodies.

You are free to select any certification body you wish, of course. However, please, please do not use an unaccredited certification body. In the UK, if the people you are speaking to are not UKAS accredited, don't use them! If you are tempted to do so, just remember that you can print your own certificate at no cost, and it will be every bit as genuine. It will also be every bit as unbelievable! There are many silvered-tongued sharks out there, claiming that they are accredited by other organisations with fancy names. Disbelieve them. You can go to www.ukas.co.uk to check if the certification body they represent is really accredited.

Can You Help Us?

Yes. We can offer you a number of different support services. If you wish, we can conduct a desktop review of your system. The output of this is an internal audit report (required by all standards) identifying any areas that are non-compliant.

But we can't tell if you are doing what your procedures say, though. If you wish, we can conduct an internal audit for you. We will send one of our highly experienced auditors to your site to conduct a number of internal audits. The output of this is an internal audit report (required by all standards) identifying any areas that are non-compliant.

Do We Have to Use You For These Audits?

No. You can send one of your staff members on an internal auditor training course. These are quite expensive though, and your auditor won't have a detailed knowledge of the standard. You may find it cheaper to use our services once or twice per year. We have many clients who use us for just this sort of thing because they find us so useful. But the choice is yours. We'll be pleased to provide you with a quotation if you wish.

Do You Provide Auditor Training Courses?

Yes.

We also provide courses on:

- ISO9001 Awareness Training
- ISO14001 Awareness Training
- OHSAS18001 Awareness Training
- ISO27001 Awareness Training
- BS8901 Awareness Training
- Dealing With Controlled Wastes
- And many others.

Just email us at audit_team@iso9000.co.uk and ask for course availability.

Here's what the **DOCUMENT CONTROL PANEL** looks like:

STANDARDS HOUSE

| | |
|--|--|
| Greetings Terry Creator , you are now logged in | |
| Please note that all pages are time-limited, which means that they will expire after a certain period of time | |
| DOCUMENT CONTROL PANEL FOR Control of Documents | |
| <p>EDITING PROCEDURES</p> <p>GUIDANCE</p> | <p>Read our on-line guidance about making changes to your ISO9001</p> <p>IT IS IMPORTANT that you read this before you start to change your</p> <p>This provides advice on how to make changes so that your CHANGES are correct, you risk your certification (under the requirements of the standards, and especially under ISO9001 requirements).</p> <p>We have made the process as simple as possible, with most of the changes you can make. Please read this first</p> <p>(Will open in a new window)</p> |
| <p>GUIDANCE ON ISO9001</p> <p>GUIDANCE</p> | <p>Read our on-line guidance about ISO9001.</p> <p>IT IS IMPORTANT that you read this before you start to change your</p> <p>This will provide an overview of the requirements of ISO9001, with trying to achieve, it will help you to understand what you need to do</p> <p>(Will open in a new window)</p> |
| <p>GUIDANCE FOR PROCEDURE</p> <p>GUIDANCE</p> | <p>Read our on-line guidance on customising and maintaining your Control of Documents</p> <p>This advice is specific to this procedure.</p> <p>(Will open in a new window)</p> |
| <p>EDIT PROCEDURE</p> <p>EDIT</p> | <p>Edit the content of your Control of Documents procedure</p> |
| <p>UPLOAD DOCUMENTS</p> <p>UPLOAD</p> | <p>Upload a document for your Control of Documents procedure</p> |
| <p>DELETE DOCUMENTS</p> <p>DELETE</p> | <p>Delete a document from your Control of Documents procedure</p> |

And here's how changes are recorded and identified. In this example, we modified the "Control of Documents" section. The system automatically changed the version number and the date. It also wrote the change history. We could have changed its suggested wording, but it was perfectly adequate, so we didn't. These are some extracts from the procedure.

Control of Documents

Version 2 - 29 Jul, 2011

Documentation

Control of Documents

All documents except HR manuals are controlled by **the Management** the computer system or as web-based documents (as with this procedure system documents) for read-only access by staff.

Some documents may be held in printed format, in which case they are controlled by **the Management Representative**.

HR and finance documents are controlled by the **Financial Director**.

The version of all documents is indicated by date and/or issue level.

CHANGE HISTORY

Changes made on 29 Jul, 2011 in Version 2:
Section entitled "Control of Documents" was altered
System created on 28 Jul, 2011
