

Find an ISO Registrar or Auditor that “Fits” with Your Company

Finding an ISO registrar or auditor that fits well with your company is vital. You want to work with a person or a company that you are comfortable with and that is comfortable with you! Here are some tips that you can follow to find a registrar or auditor that you know you will work well with your company:

Try to find a registrar that has somebody who can answer your questions, someone that you feel comfortable with. You've got to watch also that the cheapest quote might prove to be the most costly in the end. You've got to make sure the company has auditors with experience in your area. What good is a company that has an auditor that lives down the street from you if they've only audited service? They've never audited a metal stamping place, and you're a metal stamping place.

You want an auditor the fits you and your company and gives you good observations and opportunities for improvement as they audit. Ask to talk with your potential auditor. It's always nice to be able to converse with somebody so you get to know who they are before you meet them. If they are in the area, maybe they can drop in just to talk to you, just to put a face to the name.

Some registrars have auditors all over the United States and even some overseas. Be careful when you are trying to find an auditor close to you. Sometimes you are going to find that the auditor you like isn't close to you. If you like that person, and are willing to pay travel expenses, the registrar should be happy to send that person to you.

In a perfect world, it would be nice to have an auditor right next door to each company, but that's not always possible since some auditors can't audit certain industries. We're supposed to have auditors that have industry background for every audit they perform or some kind of education and auditing experience in that industry. All of our auditors are trained and certified to all the requirements of ISO 19011. In order for them to audit certain companies, they have had some time auditing with people in the process area of different companies.

If a company is having problems with their registrar, they are locked into their contract, and they are not getting any results from their complaint, they can submit an official complaint to their accreditation body. Most accreditation bodies have a website where you can submit a complaint online. Accreditation bodies are required to follow up on all complaints. They will go to the registrar and follow up with it. But, hopefully, following these tips will help you avoid this situation!

About the Author

Sandy Tokola works for DAC Audit Services which has been in business for fourteen years. DAC is a client-based, service oriented company that will direct you through the world of internationally accredited certification or regular certification. Whether you need a 3rd party, registration, ICOP, or 2nd party registration, DAC can help! <http://www.DACAudit.com>

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