

AJA accredited for ISO 50001 audits and certificates



AJA Registrars' clients include the Electricity Generating Authority of Thailand (EGAT), with responsibility for 13 of the country's most significant hydroelectric dams, including the Bhumibol Dam (above).

AJA Registrars has been accredited to conduct audits and provide certification for ISO 50001 (Energy Management Systems) across all industry sectors by the US-based ANSI-ASQ National Accreditation Board (ANAB). The prestigious accreditation makes AJA Registrars just the seventh certification body to be recognized by ANAB for this increasingly popular standard. The accreditation also opens new markets and opportunities for AJA Registrars Group.

Accreditation was awarded after ANAB auditors observed audits conducted by AJA Registrars staff in Thailand and the United Kingdom.

In Thailand, AJA Registrars audited a group of publicly listed companies, employing the scheme it had developed in seeking ANAB accreditation. The audits, conducted in late 2102, demonstrated to the management team responsible for the development

See **ACCREDITED**, Page 6

Revisions to update ISO 9001 and ISO 14001

Two long-standing and widely adopted standards published by the International Organization for Standardization (ISO) — ISO 9001 (Quality Management Systems) and ISO 14001 (Environmental Management Systems) — are undergoing significant revisions, with new versions of the standards expected to be ready in 2015 and 2014, respectively.

ISO 9001 was launched in 1987 and underwent a major revision in 2000, with minor amendments added in 2008. It has long been ISO's most widely adopted standard and in a significant number of situations forms a part of pre-qualification-to-work criteria for many major clients. Given that this standard has been in existence for more than 25 years, it has also served as the basis for the develop-

See **REVISIONS**,
Page 6

INSIDE

AJA approved to certify cosmetic sector in Europe 2
Subic Freeport certified for ISO 9001 2

New colleagues in 2013 3
Lead Auditor Courses return to Asia ... 4
New Singapore standard for water efficiency 4

'AJA proved to be the perfect partner' 5
Luxury publisher chooses AJA for ISO 9001 5

AJA approved to certify cosmetic sector in Europe

AJA Registrars United Kingdom has been approved by the European Federation for Cosmetics Ingredients (EFFCI) as a certification body for the latest standard that promotes the free circulation of cosmetic products throughout Europe.

Cosmetic industry standards go back to the early 1970s, when Member States in the European Union (EU) harmonized their national cosmetic regulations in an effort to promote cross-border trade. Discussions among experts led to Council Directive 76/768/EEC. The principles laid down in the directive protect the consumer, while eliminating trade barriers and encouraging commercial exchange.

As a result of the directive, products moving freely within the EU shared the same labeling, packaging and safety regulations. But an updated regulation from the European Commission, (EC) No. 1223/2009, requires that as of July 11, 2013, cosmetics manufacturers apply recognized good manufacturing practices (GMP).

The new regulation and standard are to be used as



international guidance to determine whether facilities and manufacturing controls used for the production of cosmetic ingredients adequately ensure that they possess the quality and purity that they purport to possess — and that they are suitable for their intended use.

Cosmetic ingredient manufacturers can demonstrate that they are using safe manufacturing processes by being evaluated against the Certification Standard and Scheme for GMP for Cosmetic Ingredients, which can be downloaded at <http://www.uffici.org>.

Now that AJA Registrars United Kingdom is fully approved by EFFCI, it can offer this standard to clients throughout the EU. The certification is an add-on to existing ISO 9001 (Quality Management Systems) certification. The new standard usually will be assessed in combination with ISO 9001, with the audit duration about 40% longer to cover the GMP elements.

For more information, contact James Gibb, Director for Certification, at JamesG@AJAregistrars.co.uk.

Subic Freeport certified for ISO 9001

Subic Bay Metropolitan Authority (SBMA), which administers the 262-square-mile freeport carved out of a former U.S. Navy base in the Philippines, was recently granted ISO 9001 certification following an audit conducted by AJA Registrars Philippines.

ISO 9001 is the gold standard for Quality Management Systems and places SBMA on par with other organizations and companies that demonstrate an ability to consistently provide products and services that meet customer, statutory and regulatory requirements.

SBMA Chairman Roberto Garcia, who received the official certificate on April 29, 2013, from Paul Bagatsing, Vice-President of AJA Registrars Philippines, said certification came at an opportune time, with the recent upgrade of the country's investment rating attracting new investors.

Mr. Garcia told his staff that while ISO certification marked a significant milestone, SBMA's work is not done.

"We have to continuously train and upgrade our people and bring the mechanisms to make sure that

we deliver the quality service that our investors want," said Mr. Garcia, who was appointed chairman in 2011 by President Benigno S. Aquino III.

"Quality means constant improvement, or *kaizen*," Mr. Garcia said, a reference to the Japanese philosophy of "change for the better."

Mr. Bagatsing, in presenting the certificate, emphasized that it is more than a simple piece of paper. "This represents three things: your past, or your effort that you've put in; your present, what you have now; and

See SUBIC, Page 3

New colleagues in 2013

AJA Registrars United Kingdom is pleased to introduce three new staff members who have joined the Accreditation Management Team. Their skills and broad experience further strengthen accreditation support and operations.

Norman Charters — AJA Group Certification Manager

Norman joined AJA Registrars in June. As the former Head of Certification at Certification International and with years of service at UL and SGS S.A., Norman possesses a wealth of knowledge in accredited certification and accreditation standards associated with ISO 9001 Quality Management Systems (QMS), ISO 14001 Environmental Management Systems (EMS), ISO 27001 Information Security Manage-



ment Systems (ISMS) and ISO 22000 Food Safety Standards. Norman will manage day-to-day accreditation activities, liaise with accreditation bodies and AJA's global network of offices, and ensure that AJA maintains its many accreditations. As Norman is also involved with the audit package and auditor reviews, many of you already know him.

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Khairul Bashar — Certification Officer

Khairul, who formerly worked in management for AJA Registrars in Bangladesh, came on board in March 2013. He is well versed in the use of AJANet, as well as auditing for QMS, EMS and Occupational Health and Safety Management Systems (OHSAS). Prior to joining AJA Registrars, he worked as a



consultant, marketing manager and programmer for various companies. He holds a Bachelor of Science degree in computer science and Master of Business Administration in human resource management.

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Khairul's primary tasks include reviewing EMS and QMS client applications, certification packages, auditor code applications and auditor standard applications, as well as monitoring global audit activity.

Recently married in Bangladesh, Khairul is looking forward to his work and life in the United Kingdom

Adrian Howard — UK Administrator

The certification operations have also been strengthened by the addition of a new administrator.

Adrian worked as a manager for five years in a large UK insurance and pension company, followed by 13 years in banking, thus bringing broad experience in the service sector and strong administrative support to the certification operations.

SUBIC

Continued from Page 2

your future, or your responsibilities to keep improving," he said.

SBMA was created in March 1992 by the Philippine Congress in anticipation of the pullout of U.S. military bases. It was tasked with developing and managing the freeport, 80 miles north of Manila, which provides incentives to businesses that locate in its special economic zone.

Investors at the Subic Freeport include Acer Inc., a Taiwan-based computer and electronics maker, and Korean-based Hanjin Heavy Industries and Construction, the world's fourth-largest ship builder.



SBMA Chairman Roberto Garcia receives certification certificate from Paul Bagatsing, Vice-President, AJA Registrars Philippines.

Lead Auditor Courses return to Asia

AJA Registrars is once again providing Lead Auditor Courses in Asia in an effort to provide the knowledge and skills needed to conduct third-party audits of the Quality Management Systems (QMS) of companies and organizations.

AJA Registrars Philippines has signed an agreement with AJA Academy in Italy to conduct on its behalf International Register of Certified Auditors (IRCA) ISO 9001 QMS Auditor/Lead Auditor Courses. The first four courses offered attracted more than 60 participants, including managers, consultants and quality management practitioners.

“Lead Auditor Courses were quite popular from about 2000 to 2007,” said Paul Bagatsing, Vice-Pres-



Managers, consultants and QMS practitioners gather for Lead Auditor training.

ident, AJA Registrars Philippines. “But then we saw a decline in interest as market conditions changed.”

But after a survey in early 2013 of AJA Registrar’s clients in the Philippines indicated a growing demand for ISO 9001 (QMS) certification for educational institutions, construction companies and government

agencies, the need for an IRCA ISO 9001 QMS Auditor/Lead Auditor Course became apparent.

The first course, with 17 participants, was held May 14–18, 2013, in Cebu, Philippines, and was conducted by Tim Dixon, AJA Registrars Regional CEO, and Mr. Bagatsing. Since then,

three additional courses have been conducted — two in Cebu and one in Manila. AJA Registrars Philippines is planning to offer an ISO 14001 Environmental Management Systems course, approved by the Institute of Environmental Management & Assessment (IEMA) in the United Kingdom.

New Singapore standard for water efficiency

AJA Registrars Singapore is preparing a scheme and will apply for accreditation to certify organizations for Singapore’s new national standard on Water Efficiency Management Systems (WEMS) — Singapore Standard SS 577:2012.

The standard, the first of its kind globally, was jointly launched earlier this year by SPRING Singapore, the national standards and accreditation council, and PUB, the national water agency. It provides a framework, methodology and set of guidelines that non-domestic water users can apply to improve water efficiency.

Non-domestic water use in Singapore, which has a population of about 5.1 million people, represents about 55% of the 400 million gallons of water consumed in the city-state every day. The sector’s percentage of water use is expected to rise to 70% over the next 50 years, prompting the move for a standard to better manage and conserve water resources.

The new WEMS standard comes in the wake of PUB’s 10 Percent Challenge, which encourages non-domestic water users to better manage water resources. In conjunction with the new standard, the Challenge program

also offers initiatives such as Water Efficient Building (WEB) certification.

Certification for WEB Silver status and Gold status will recognize non-domestic water users certified against SS 577:2012 by a certification body accredited by the Singapore Accreditation Council (SAC), which operates under SPRING Singapore.

AJA Registrars Singapore is keeping abreast of these new government initiatives and hopes to be able to serve non-domestic water users in the near future.

For further information, please contact Peter Sim Au Kow at peter@aja-singapore.com.

‘AJA proved to be the perfect partner’

— Testimonial by Ramil Villeneuve, Member, Board of Directors, Eagle Ridge Golf and Country Club

Eagle Ridge Golf and Country Club is the largest and one of the most popular golf clubs in the Philippines. Our members and our Board of Directors take great pride not only in our four championship courses, but also in the way we maintain our courses and provide an enjoyable and rewarding experience for our more than 2,500 members.

We began to think about certification for ISO 9001 for a number of reasons. We wanted to make sure we were managing our facilities in the best possible way. And we wanted to be able to demonstrate to our members — who have made an equity investment in the club — that we are meeting the highest management standards. We

also wanted visitors, both those from within the Philippines and our foreign friends, to know that when they come to Eagle Ridge they can expect a facility that truly meets international standards.

We sought bids from three certification companies to audit Eagle Ridge to determine whether or not we were meeting the internationally accepted standards for Quality Management Systems. We chose AJA Registrars due to the strength of its commercial proposal and the fact that it's among the top five ISO auditors in the country, with auditors who understand the operations of a golf club. It also helped that AJA had a good reference, as it was the company that



audited and certified the provincial government of Cavite, where Eagle Ridge is located.

Now that Eagle Ridge has been audited and certified by AJA Registrars it demonstrates we are providing service to our members and guests that are of the highest standards. And our commitment to AJA Registrars is that every time

it audits us in the coming years, the auditors will see continuous improvements in our people, processes and systems.

We look forward to working with AJA Registrars in maintaining our ISO 9001 certification. AJA proved to be the perfect partner.

First in an occasional series featuring AJA clients.

Luxury publisher chooses AJA for ISO 9001

PT AJA Sertifikasi Indonesia, the newest joint-venture office in the AJA Registrars Group, issued its first certification for ISO 9001 (Quality Management Systems) to Mobiliari Group, one of Indonesia's leading publishing houses.

Mobiliari Group, publisher of *Indonesia Tatler*, *Indonesia's Best Restaurants* and *Cosmetic Surgery & Beauty Indonesia*, is the first media company in Indonesia — and among the few globally — to earn ISO 9001 certification.

“Media companies strive for perfection but with so many variables involved in producing magazines or

holding events, it can be challenging, if not impossible, to achieve,” said Mrs. Millie Stephanie, the Mobiliari CEO.

“For us, then, to standardize as many of our processes and systems as we could, and to be able to implement more stringent quality control than ever before, was the goal we had in mind,” she said. “And after many months of hard work in putting together our quality management system, the team is proud to have finally been certified.”

The media powerhouse recently launched two new titles in the luxury lifestyle sector: *JETGALA Indo-*

nesia and *Indonesia Tatler Traveller*. Mobiliari Group also has a custom-publishing business and is a well-regarded events organizer, with its annual Fashion Hall of Fame a popular Jakarta event.

“Seeking ISO 9001 certification showed that Mobiliari's entire team is committed to achieving and maintaining a consistently high level of quality from their operations right to their final product,” said Dewi Suryati, Director of PT AJA Sertifikasi Indonesia. “We are proud that Mobiliari Group selected us as their partner in achieving certification for Quality Management Systems.”

ACCREDITED

Continued from Page 1

of the certification scheme both the technical competence and the validity of the planning processes developed for ISO 50001, providing confidence that the accreditation processes could proceed with expectations of success.

Once AJA Registrars received its accreditation from ANAB, its clients in Thailand and the United Kingdom were awarded their official certification for ISO 50001.

“The ANAB auditors were very complementary regarding the knowledge and professionalism of the AJA auditors,” said Tim Dixon, AJA Registrars Re-

gional CEO.

As a result of these efforts, AJA Registrars Thailand and AJA Registrars United Kingdom now have a significant client base in ISO 50001. In Thailand, clients include the Electricity Generating Authority of Thailand (EGAT) and Thailand’s major manufacturer of ceramic tiles.

ANAB accreditation of AJA Registrars as a certification body for ISO 50001 — an effort driven by Regional CEO Dixon and James Gibb, Director of the AJA Certification Office in the United Kingdom — means AJA Registrars can offer its clients an important new service, offering audits and certification in En-



Electricity Generating Authority of Thailand

ergy Management Systems complements basic Environmental Management Systems certification (ISO 14001), a sector in which AJA Registrars already has issued thousands of certificates worldwide.

“This is perhaps the most commercially attractive new ISO standard in

years,” said Dixon.

Rob Steele, Secretary-General of the International Organization for Standardization (ISO), said the new standard will benefit both the environment and the global economy.

“This standard can actually be used by industry particularly to put more money on their bottom lines,” said Steele.

With AJA’s accreditation from ANAB now in place, all companies within the AJA Registrars Group can market audit and certification services.

For more information on ISO 50001 services, contact Tim Dixon (timdixon@ajathailand.com) for Asia and James Gibb (JamesG@ajaregistrars.com).

REVISIONS

Continued from Page 1

ment of many other standards, including management systems for energy, environmental, occupational health and safety, and information security.

ISO 14001 was unveiled in 1996 and was revised in 2004. The environmental standard has been adopted by more than 250,000 certified users in 155 countries.

Both standards are going through similar consultation and drafting processes with dedicated ISO technical committees. The effort is expected to update the standards so that they remain relevant and provide a sound foundation for quality and environmental management systems over the next 10 or 20 years.

These standards are globally recognized as providing stakeholders with assurance of an organization’s consistency and effectiveness in implementing approaches for quality and environmental performance. In addition, they have also been proven to enhance the business performance of organizations implementing the standards.

“The revisions to these standards will result in the need for significant changes to existing environmental and quality management systems,” said Tim Dixon, AJA Registrars Regional CEO. “And AJA Registrars, as a recognized flag-bearer for third-party certification, has a duty to support its current and future client base with information on these changes and what they will mean.”

The revision process for both

standards has included workshops, a study of the latest trends in quality and environmental management, expert advice, and Web-based surveys of users and potential users of the standards. The draft standards will be available for comment and review before being finalized and published in the not too distant future.

Once the new standards are finalized and the accreditation bodies involved in our certification activities outline the process of transition, AJA Registrars senior management will formally announce the changes to our group of companies, which in turn can inform our clients.

For further information at this time contact Tim Dixon at timdixon@ajathailand.com.

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