



COMPANY PROFILE

Our Commitment: Unveiling Excellence

IMPROVISO



WELCOME!

At Improviso, our vision is to set a new benchmark for exceptional standards. We proudly offer an array of niche services and solutions for Business Management systems in conformance with various ISO standards, and a diverse range of certification options. Our mission is clear: We're not just a service provider; we're your strategic partner in ensuring a better and more efficient tomorrow.



Through embracing integrity, dedication and commitment we strive to incorporate our values in everything we do.

Gabriel Peens

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Improvviso

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UNVEILING OUR VALUES

1**Balance and Harmony**

Recognizing the need for equilibrium between different aspects of the organization, such as innovation and stability, customer satisfaction and employee well-being, or short-term and long-term goals.

2**Unity and Collaboration**

Understanding the importance of teamwork, cooperation, and synergy among different departments or individuals within a business.

3**Efficiency and Structure**

Reminding of the need to optimize processes, eliminate redundancies, and create a well-organized workflow.

4**Adaptability and Flexibility**

Encouraging businesses to be flexible and responsive to changing market conditions, customer needs, and technological advancements.

5

Innovation and Growth

Improve products and services, and expand their reach.

6

Resilience and Stability

Symbolizes the need for a strong foundation, risk management strategies, and the ability to weather challenges and setbacks.

7

Interconnectedness and Networking

The interconnectedness of businesses, industries, and the global economy. It reflects the importance of networking, partnerships, and fostering relationships to thrive in a competitive environment.

8

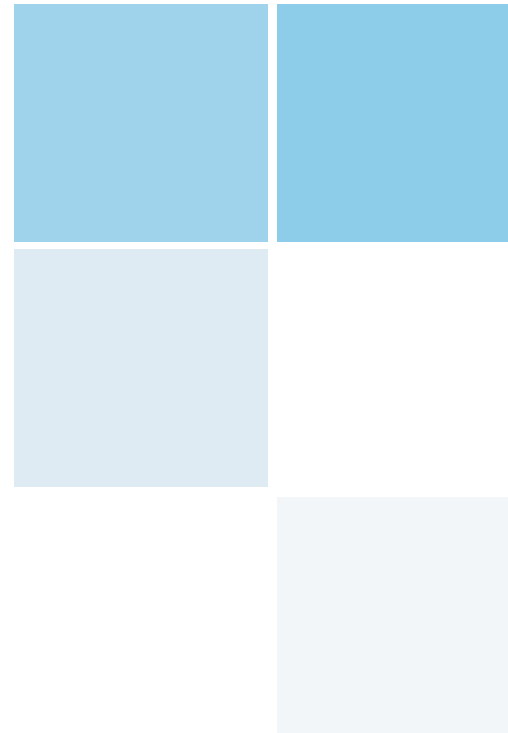
Innovation and Growth

Improve products and services, and expand their reach.

9

Holistic Thinking

Reminds businesses to consider multiple perspectives and holistic approaches to problem-solving. It encourages thinking beyond individual components and taking a comprehensive view of situations.



Our Services

Advisory

Our advisors listen carefully to the voice of our customers to determine their exact needs, apply their expert knowledge, and analyse the customer's management systems for conformance to the relevant ISO standard(s) in order to develop and deliver customer specific products and services.

Auditing

Our internationally qualified and experienced auditors have compassion with the stress and tension that our customers feel when experiencing the audit process and focus on relieving tension whilst meticulously auditing the customers' management systems. They ensure that the process is completed professionally while making the experience as pleasant as possible.

All ISO certificates issued as a result of our auditing services, are internationally recognised and their validity are verifiable on various internationally recognised databases.

WE PROVIDE THE FOLLOWING AUDITING SERVICES

- **Certification Audits:** may include documentation review, on-site inspections, and interviews with personnel to ensure that the organization meets the specified requirements.
- **Initial Certification:** This involves conducting a thorough assessment of an organization's management system, processes, products, or services to determine whether they meet the requirements of the chosen ISO standard. If the organization is found to be in compliance, they receive an initial ISO certification.
- **Surveillance Audits:** After the initial certification, periodic surveillance audits are performed to ensure that the organization continues to meet the ISO standard's requirements. These audits help maintain the validity of the certification over time.
- **Recertification Audits:** ISO certifications are usually valid for a specific period (often three years). Before the certification expires, the organization needs to undergo a recertification audit to demonstrate ongoing compliance with the ISO standard. If successful, the certification is renewed.
- **Transition Audits:** When an ISO standard is updated or revised, organizations certified under the older version need to transition to the new version. The certification body assists in this transition by conducting audits to ensure that the organization's processes align with the updated standard.
- **Gap Analysis:** We assess an organization's current processes and systems against the requirements of a specific ISO standard. This helps organizations identify areas that need improvement before pursuing formal certification.
- **Training and Consulting:** We offer training and consulting services to help organizations understand the ISO standards, implement the necessary changes, and prepare for certification audits.
- **Customized Audits:** Depending on the organization's industry and specific needs, we offer customized audit services tailored to unique requirements.

- Issuance of Certificates: When an organization successfully meets the requirements of an ISO standard, a certification body, with which we have an SLA, issues a certificate that attests to their compliance. This certificate is an official recognition of the organization's achievement.

Our Accreditation Bodies

We offer internationally accredited ISO certificates by making use of the services of certification bodies, with which we are franchise partners, accredited by internationally recognised organisations. The main accreditations for our certificates are the International Accreditation Forum (IAF), the International Accreditation Service (IAS), and the the United Accreditation Foundation (UAF)

International Accreditation Forum (IAF)

- **Purpose:** The International Accreditation Forum (IAF) is a global association of accreditation bodies, certification bodies, and other organizations involved in conformity assessment. Its primary purpose is to promote worldwide recognition and acceptance of accredited certification and conformity assessment results.
- **Accreditations and Activities:** Harmonization: IAF promotes the harmonization of accreditation practices and procedures among its member bodies, ensuring consistent and reliable assessment and certification processes globally.
- **Mutual Recognition:** IAF facilitates mutual recognition agreements (MRAs) between accreditation bodies, enhancing the acceptance of accredited certifications across different countries and industries.
- **Advocacy:** IAF advocates for the value of accredited certification and conformity assessment to governments, regulatory bodies, industries, and consumers.
- **Capacity Building:** IAF supports the development of accreditation infrastructure in developing countries, promoting uniformity and quality in certification practices.
- **Knowledge Sharing:** IAF provides a platform for its members to share knowledge, experiences, and best practices related to conformity assessment.

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International Accreditation Service (IAS)

- **Purpose:** The International Accreditation Service (IAS) is a nonprofit accreditation body that provides accreditation services to a wide range of conformity assessment bodies, including testing and calibration laboratories, inspection bodies, certification bodies, and more.
- **Accreditation Services:** IAS accredits various types of conformity assessment bodies to demonstrate their competence, impartiality, and adherence to international standards.
- **Multiple Disciplines:** IAS offers accreditation across diverse industries, such as construction, environmental management, product certification, and more.
- **Certification Recognition:** IAS accreditation signifies that a certified organization has undergone a rigorous assessment process and meets recognized international standards.
- **Continuous Improvement:** IAS encourages accredited bodies to maintain and enhance their quality through ongoing assessments and improvement initiatives.
- **Global Recognition:** IAS-accredited certifications are often recognized by regulators, industries, and consumers, contributing to credibility and market acceptance.

Note: Both IAF and IAS play important roles in ensuring the credibility and reliability of conformity assessment processes and certifications. While IAF focuses on harmonizing accreditation practices globally, IAS is a specific accreditation body that assesses and accredits conformity assessment bodies across various disciplines.



United Accreditation Foundation (UAF)

The UAF is a not-for-profit organization that adheres to international standards and maintains integrity and impartiality in its operations while considering national and public interests.

It establishes an independent and transparent accreditation system, ensuring that its decisions remain free from commercial influences.

The UAF holds international recognition through signatory status in the International Accreditation Forum (IAF) and mutual recognition arrangements with the Asia Pacific Accreditation Cooperation (APAC).

The UAF actively participates in international forums to represent stakeholder interests while upholding the impartiality and objectivity of its accreditation processes.

The UAF provides accreditation to certification bodies for various management system schemes, such as ISO/IEC 17021 and specific healthcare management systems. It also accredits personnel certification bodies, testing and calibration laboratories, and inspection bodies based on competence assessments aligned with the UAF's criteria and international standards.

Preparing for certification and the certification Process

The ISO certification process involves several steps to ensure that an organization meets the requirements of a specific ISO standard.

Although this process may seem daunting at first, our innovative products and services simplifies the whole process to no more than six steps.

For completeness sake here's a summarised overview of the typical ISO certification process:

- **Selecting the Standard:** Choose the relevant ISO standard(s) based on your organization's industry, focus, and goals. Different standards address different aspects such as quality, environment, safety, and more.
- **Initial Assessment:** Conduct an internal assessment to evaluate your organization's current processes and practices against the requirements of the chosen ISO standard. Identify gaps that need to be addressed.
- **Developing a Plan:** Create an implementation plan to bridge the gaps identified in the assessment. This plan outlines the steps, resources, and timeline needed to achieve compliance.
- **Training and Awareness:** Train employees and relevant personnel about the requirements of the ISO standard, the changes to be made, and their roles in the implementation process.
- **Documentation:** Develop or update the necessary documentation, including policies, procedures, and manuals, to align with the ISO standard's requirements. This documentation forms the basis for your management system.
- **Implementation:** Put the new processes, procedures, and practices into action across your organization. Ensure that everyone is following the documented procedures consistently.
- **Internal Audit:** Conduct an internal audit to review the implemented management system. This step helps identify any discrepancies, non-conformities, or areas that need improvement.
- **Corrective Actions:** Address any issues or non-conformities identified during the internal audit. Implement corrective actions to rectify the problems and ensure compliance.
- **Management Review:** Hold a management review meeting to assess the effectiveness of the implemented management system. Management's commitment and support are crucial at this stage.
- **Pre-Certification Audit (Optional):** Some organizations choose to undergo a pre-certification audit by an external consultant to identify any remaining gaps before the official certification audit.
- **Certification Audit (Stage 1):** Schedule an external certification audit with an accredited service provider. In this first stage, the auditors review your documentation, processes, and preparedness for the main audit.

Preparing for certification and the certification Process

- **Certification Audit (Stage 2):** The main certification audit involves on-site visits by auditors who assess the implementation and effectiveness of your management system. They verify that your organization meets the requirements of the ISO standard.
- **Audit Report and Decision:** After the audit, the service provider provides an audit report detailing their findings. Based on the report, an accredited certification make a decision on whether to grant ISO certification.
- **Corrective Actions (If Needed):** If the auditors identify any issues or non-conformities during the audit, you'll need to address these and implement corrective actions.
- **Issuance of Certificate:** If your organization successfully meets the ISO standard's requirements, the certification body will issue an ISO certificate that is valid for a certain period, typically three years.
- **Surveillance Audits:** To maintain certification, your organization will undergo regular surveillance audits by the service provider to ensure ongoing compliance and continuous improvement.
- **Recertification:** Before the end of the initial certification period, you'll need to undergo a recertification audit to renew your ISO certification for another cycle.

Remember that the specifics of the certification process may vary depending on the ISO standard, the certification body, and your organization's individual circumstances. It's important to work closely with your service provider and follow their guidance throughout the process.

Training Services

Together with our accredited training partners we provide accredited training and certification for legal compliance in conformity with the OHS Act and the regulations promulgated in terms thereof.

We also provide ISO management system related training and together with our business associates provides internationally recognized training for ISO awareness, ISO Implementation, ISO internal auditor and ISO lead auditor.

OUR PRODUCTS

We develop and tailor make comprehensive customer specific management system documentation toolkits for the following ISO standards:

(The toolkits are between 85% and 90% completed and need minimal customer input).



ISO 9001:2015 - Quality Management System (QMS)

Focus:

ISO 9001:2015 focuses on establishing a systematic approach to quality management within an organization. It aims to ensure consistent delivery of products and services that meet customer requirements while continually improving processes.

Advantages:

- **Enhanced Quality:** Helps organizations improve product and service quality by setting clear quality objectives and monitoring performance.
- **Customer Satisfaction:** Emphasizes customer focus, leading to increased customer satisfaction through improved products and services.
- **Efficiency:** Streamlines processes, reduces waste, and increases operational efficiency.
- **Continuous Improvement:** Encourages a culture of continuous improvement, fostering innovation and adaptability.
- **Market Competitiveness:** ISO 9001 certification signals to customers and partners that the organization is committed to quality, boosting market reputation.



OUR PRODUCTS CONTINUED

ISO 14001:2015 - Environmental Management System (EMS)

Focus:

ISO 14001:2015 centers on effective environmental management. It helps organizations identify, manage, and reduce their environmental impact, promoting sustainability and responsible practices.

Advantages:

- **Environmental Responsibility:** Demonstrates commitment to environmental protection and sustainability.
- **Legal Compliance:** Assists organizations in complying with environmental regulations and avoiding fines or penalties.
- **Resource Efficiency:** Identifies opportunities to minimize resource consumption and reduce waste generation.
- **Stakeholder Confidence:** Enhances reputation among environmentally conscious customers, investors, and partners.
- **Risk Management:** Mitigates environmental risks, fostering long-term business resilience.





ISO 20 000-1:2018 - Service Management System (SMS)

Focus:

ISO 20 000-1:2018 focuses on establishing an effective service management system for IT service providers. It ensures the consistent delivery of quality IT services that meet customer needs.

Advantages:

- **Service Quality:** Improves the quality and reliability of IT services, leading to greater customer satisfaction.
- **Efficient Operations:** Streamlines IT service processes, reducing downtime and enhancing operational efficiency.
- **Risk Management:** Identifies and manages risks associated with IT service delivery, ensuring continuity.
- **Alignment with Business Goals:** Ensures IT services align with the organization's overall business objectives.
- **Competitive Edge:** ISO 20 000 certification demonstrates the ability to provide reliable IT services, boosting competitiveness.

OUR PRODUCTS CONTINUED



ISO 22000:2018 - Food Safety Management System (FSMS)

Focus:

ISO 22000:2018 addresses food safety risks throughout the food supply chain. It ensures the safety of food products by implementing comprehensive food safety management systems.

Advantages:

- **Consumer Confidence:** Enhances consumer trust by ensuring safe and high-quality food products.
- **Legal Compliance:** Helps organizations comply with food safety regulations, preventing health hazards and legal issues.
- **Supply Chain Management:** Improves communication and collaboration across the food supply chain, minimizing risks.
- **Traceability:** Enables effective tracking of food products, facilitating recalls if necessary.
- **International Trade:** Simplifies international food trade by providing a globally recognized standard for food safety.

ISO 27001:2022 - Information Security Management System (ISMS)

Focus:

ISO 27001:2022 is dedicated to managing information security risks. It establishes a systematic approach to safeguarding sensitive information and data assets.

Advantages:

- **Data Protection:** Protects sensitive information from unauthorized access, breaches, and cyber threats.
- **Risk Management:** Identifies and addresses information security risks to prevent potential vulnerabilities.
- **Regulatory Compliance:** Helps organizations comply with data protection and privacy regulations.
- **Business Continuity:** Ensures the availability of critical information systems, even in the face of disruptions.
- **Customer Trust:** Demonstrates a commitment to protecting customer data, enhancing trust and credibility.



OUR PRODUCTS CONTINUED

ISO 45001:2018 - Occupational Health and Safety Management System (OH&SMS)

Focus:

ISO 45001:2018 centers on creating a safe and healthy work environment for employees. It aims to prevent work-related injuries, illnesses, and fatalities..

Advantages:

- **Employee Welfare:** Prioritizes employee safety and health, fostering a positive work culture.
- **Legal Compliance:** Assists organizations in complying with occupational health and safety regulations.
- **Reduced Incidents:** Identifies and mitigates workplace hazards, leading to fewer accidents and incidents.
- **Productivity:** Healthy and safe employees are more productive and engaged in their work.
- **Reputation:** Demonstrates commitment to employee well-being, enhancing the organization's reputation.





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OUR PRODUCTS CONTINUED



Integrated Management System (IMS)

Focus:

An Integrated Management System (IMS) combines multiple ISO standards into a unified framework. It streamlines processes, policies, and procedures across various aspects of an organization to enhance efficiency, consistency, and effectiveness.

Advantages:

- **Efficiency:** Reduces duplication of efforts by integrating management processes, saving time and resources.
- **Consistency:** Ensures consistent application of policies and procedures, leading to uniformity in operations.
- **Synergy:** Enables cross-functional collaboration and communication, fostering a holistic approach.
- **Reduced Complexity:** Simplifies compliance by managing multiple standards within a single system.
- **Continuous Improvement:** Facilitates identification of areas for improvement across various aspects of the organization.

ISO 22301:2019 - Business Continuity Management System (BCMS)

Focus:

ISO 22301:2019 addresses the establishment of a business continuity management system. It aims to ensure an organization's ability to continue operations during and after disruptive events.

Advantages:

- **Resilience:** Enhances an organization's ability to withstand disruptions and quickly recover from them.
- **Risk Reduction:** Identifies potential threats and vulnerabilities, allowing proactive risk mitigation.
- **Stakeholder Confidence:** Demonstrates preparedness to customers, investors, and partners, boosting trust.
- **Legal Compliance:** Assists in complying with regulations related to business continuity and disaster recovery.
- **Minimized Downtime:** Reduces downtime during disruptions, minimizing financial and reputational losses.



OUR PRODUCTS CONTINUED

ISO 37001:2016 - Anti-Bribery Management System (ABMS)

Focus:

ISO 37001:2016 provides a framework for establishing an Anti-Bribery Management System. It helps organizations prevent, detect, and address bribery and corruption.

Advantages:

- **Ethical Reputation:** Demonstrates commitment to ethical business practices, enhancing reputation.
- **Legal Compliance:** Helps organizations adhere to anti-bribery laws and regulations.
- **Risk Mitigation:** Reduces the risk of bribery-related legal consequences, financial losses, and reputation damage.
- **Transparency:** Increases transparency in business dealings and relationships.
- **Stakeholder Trust:** Builds trust among stakeholders by showing dedication to fair business conduct.





ISO 50001:2018 - Energy Management System (EnMS)

Focus:

ISO 50001:2018 establishes guidelines for implementing an Energy Management System. It aims to improve energy performance, efficiency, and sustainability.

Advantages:

- **Energy Savings:** Identifies opportunities to reduce energy consumption and lower costs.
- **Environmental Impact:** Helps organizations minimize their environmental footprint through energy efficiency.
- **Compliance:** Assists in meeting energy-related legal and regulatory requirements.
- **Financial Benefits:** Reduces energy expenses, improving financial sustainability.
- **Stakeholder Engagement:** Demonstrates commitment to energy conservation to stakeholders and the public.

OUR PRODUCTS CONTINUED



ISO 13485:2016 - Medical Devices Quality Management System (MDQMS)

Focus:

ISO 13485:2016 outlines requirements for a quality management system for medical device manufacturers. It ensures the safety and quality of medical devices.

Advantages:

- **Product Safety:** Ensures the production of safe and effective medical devices, reducing risks to patients.
- **Regulatory Compliance:** Helps meet medical device regulatory requirements and gain market access.
- **Risk Management:** Identifies and manages risks associated with medical device manufacturing.
- **Consistency:** Ensures consistent quality in the design, development, production, and delivery of medical devices.
- **Reputation:** Enhances trust among healthcare professionals and patients due to adherence to quality standards.

ISO 3834:2021 - Quality Requirements for Welding

Focus:

ISO 3834:2021 provides guidelines for achieving quality requirements in welding processes. It ensures the consistent quality of welded products..

Advantages:

- **Welding Quality:** Ensures the quality and reliability of welded products.
- **Risk Reduction:** Identifies potential welding-related risks and mitigates them.
- **Compliance:** Assists in meeting welding-related industry standards and specifications.
- **Cost Efficiency:** Reduces rework and repairs, leading to cost savings in welding processes.
- **Market Acceptance:** Demonstrates adherence to welding quality standards, enhancing market acceptance.



OUR PRODUCTS CONTINUED

ISO 18788:2015 - Security Management System for Private Security Companies

Focus:

ISO 18788:2015 provides a framework for private security companies to establish effective security management systems. It addresses risk management and operational aspects.

Advantages:

- **Operational Excellence:** Enhances the effectiveness and efficiency of security operations.
- **Risk Mitigation:** Identifies and addresses security risks, ensuring the safety of assets and personnel.
- **Legal Compliance:** Helps private security companies adhere to relevant laws and regulations.
- **Reputation Building:** Demonstrates a commitment to providing professional and reliable security services.
- **Stakeholder Confidence:** Builds trust among clients and partners through standardized security practices.







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