Want to Improve Quality?

Create Sustainability?
Manage Risk?

QSR

Certify Your Management Systems with
the First US Accredited Registrar.

Corporate Overview

Who We Are

It was 1987 and the International Organization for Standardization (ISO) had just published the first edition of what would become the best-selling voluntary standards of all time — the ISO 9000 family on quality management systems. Even at this early stage, the founding partners of QSR® had an inherent appreciation for the value that accredited third-party certification could bring to industry if performed in a credible manner by auditors who possessed the requisite skills and integrity to add value to each and every industry sector in which we would operate.

Thus began the journey for the first US-accredited registrar — Quality Systems Registrars, Inc. (QSR®), which attained accreditation from the then Registrar Accreditation Board (RAB) in 1991. Our founding partners understood the complexities and potential pitfalls associated with delivering a consistent service while avoiding any potential conflicts of interest that would undermine the QSR® certification mark.

Our commitment to our clients and the systems we certify is unwavering and unmatched to this day. The visionaries that founded our company more than 20 years ago understood the importance of impartiality, managing potential conflicts of interest and ensuring objectivity. Back then we described our common-sense approach with words like, "consistency, credibility and integrity." Today, our original business philosophy has found its way into the ISO/IEC 17021:2011 document, which governs the conduct of certification bodies around the world.

QSR® has a long tradition of supporting accreditation activities in the United States, playing a key role of the creation of the Independent Association of Accredited Registrars (IAAR), our industry trade group. QSR® holds accreditation in the Americas through the ANSI-ASQ National Accreditation Board (ANAB) and in Europe through the Raad Voor Accreditatie (RvA).

Business Structure

We are a centrally structured corporation headquartered in Sterling, Virginia. We perform all support functions through our headquarters, which enables us to provide efficient and responsive service to our clients.

Our services include third-party certification to ISO 9001 (international quality standard), AS9100 (aerospace quality standard), TL 9000 (quality standard for telecommunications), ISO 14001 (international environmental management system standard), Responsible Care (a program of the American Chemistry Council), BS OHSAS 18001 (a standard for occupational health and safety) and special audits requiring compliance services.

Our Staff

Our corporate offices house a team of top-notch and highly qualified technical, administrative, logistical, and business development personnel who support our clients and our operations. This team of technical professionals and support personnel ensures that all clients receive the highest level of support possible.

Our Auditors

All of our auditors are certified by the best known bodies in the world — RABQSA in the United States or the UK-based International Register of Certificated Auditors. We do not simply self certify our auditors as many of our competitors do. You'll find the relevant certification body detailed on each auditor's profile.

In addition, all of our auditors must meet QSR®-specific standards. During the hiring process, we review each auditor's certifications, resume, and other supporting documents to ensure that they meet our stringent requirements for experience and quality.

What's more, every new auditor has to go on at least two witnessed audits with lead auditors before they can be put into our rotation. Even after they have passed our rigorous screening process, they must still undergo mandatory refresher training each year and be witnessed doing audits.

In addition to identifying the best possible candidates, we also understand that it's important to match the right auditors with our clients based on experience and geographic location.

Of course, our clients always make the final decision with respect to auditor selection.

We're fortunate to have a staff of auditors who have been with us for seven years or more. Indeed, many have been with us twice that long. We take pride in the fact that the small turnover we have experienced was due to retirements. We believe this says something about our company too and is also part of the QSR® difference.

Our diverse auditor pool brings vast work experience independent of QSR®. This gives our auditors a real-world understanding and appreciation for the complexities of developing and implementing management systems. Their insight translates into better and more comprehensive audits for QSR® clients as well as a broader base of experience that QSR® can bring to management system registration.

"That's the QSR® difference."

Our Approach

We understand that Management Systems Certification is intended for all types of businesses. We do not approach any audit with a preconceived notion of how a particular system should be designed.

We look for systems that work for the client and that meet the intent of the relevant standard. We never nitpick — or audit outside the scope of registration.

Mutually Beneficial Partnership

Our goal is to bring value to the systems we certify by providing audits that not only measure conformance to a particular standard, but also provide actionable information on system successes and areas that might benefit from improvement. Without consulting, QSR® provides objective feedback throughout the audit process utilizing opportunities for improvement, nonconformances and commendations

This feedback is formally documented in our audit reports. QSR® clients can also draw upon the technical expertise residing in our corporate offices.

Here's what QSR® pledges to do for every client:

- The assignment of an Account Manager within QSR®.
- Maintenance of quality management system accreditations (ANAB & RvA).
- Participation in performance evaluation meetings as required.
- Safeguarding information and maintaining confidentiality agreements with all employees, auditors, board members and accreditation bodies.
- Your complete satisfaction.

QSR®'s commitment to integrity, impartiality and the highest level of customer service is evident not only in our value-focused audits but also in our customer-focused corrective action processes.

Coordination of Audits

Upon being awarded your contract, QSR® will immediately brief our staff with respect to the scope of your project. This will include a core team of auditors, corporate technical personnel and Account Managers. The briefing will ensure that resources are committed and available during anticipated periods as outlined in our proposal. QSR®'s Account Manager will ensure that issues needing immediate attention are handled accordingly.

Our expectation is that your company will benefit from the insight of auditors who are uniquely positioned to assure an unmatched depth of understanding and consistency throughout the auditing process.

Scheduling

Flexibility and consideration is always available to QSR® clients when it comes to scheduling. This ensures that our audits and auditors meet your needs. Working with our Account Manager, you will select the days and auditor(s) who will perform your certification audit. At least two weeks prior to your on-site audit, QSR® will inform your company of those employees/auditors that will be coming on site, along with the proposed audit schedule.

"That's the QSR® difference."

Certification Process

Optional Pre-assessment.

A Pre-assessment is an optional service that is offered for companies that wish to get the highest possible understanding of their readiness prior to undergoing a certification assessment. The findings of the pre-assessment audit do not count towards the certification audit. QSR® will provide you with QSR ISO 9001:2008 Checklist prior to the audit and a full written assessment report.

The certification audit itself will be performed at your location, usually in two phases: Stage I and Stage II. The objectives are to confirm that your organization adheres to its policies, objectives and procedures as well as confirming that the management system conforms to all requirements of the applicable standard — with an eye toward achieving policy objectives.

The QSR® audit team will focus on your organization's objectives and targets; performance monitoring, measuring, reporting, and internal reviews such as internal audits and management reviews. We'll explore links between your policy, objectives and targets, responsibilities, programs, procedures, performance data, internal audits and reviews.

During the certification audit, your company will be expected to demonstrate through objective evidence, that your management system conforms to the relevant standard/requirements. QSR®'s audit will not be a "desk audit" meaning that our auditors will interface with your personnel as much as possible.

Upon completion of the audit, the audit team will hold an exit meeting and brief you on the results. This will include all findings, observations as well as the team's recommendation to the QSR® Certification Committee regarding the issuance of a Certificate of Registration.

You will be given an opportunity to question the team on its findings. QSR® will formally notify you of the results of the audit in a written report.

The Certification Committee will then review the audit team report and make a decision to grant or withhold registration. Upon acceptance by the Certification Committee, QSR® will issue your Certificate of Registration, which is valid for up to three years. Your organization's name will be placed on the QSR® List of Registered Firms.

Surveillance Audit Cycle

Surveillance audits satisfy the requirement to successfully maintain your management system certification. Usually less comprehensive than a certification audit, surveillance audits occur at six-month, or 12-month-intervals depending on your needs. These audits have proven to be very helpful for companies experiencing organizational changes (i.e. new systems, restructuring, staff turnover, new processes, new quality manager, acquisition, merger, etc.).

Management Support

QSR®'s corporate management plays a hands-on role in the day-to-day operations of our business. We promise to provide you with superior customer service and our management backs up that promise with vigilance and dedication.

Our client retention rate exceeds 95 percent annually while 25 percent of our growth comes from clients transferring to QSR® from other registrars. This speaks volumes about our level of service.

Reason for Success

QSR® guarantees that your company will receive the best service we can offer at all times.

We monitor our performance through internal measures such as response times and we consistently exceed expectations. Additionally, we measure our performance through a voluntary, post-audit questionnaire that you will be asked to fill out as a client. We use these results to improve all of our processes and we are constantly benchmarking our service against best industry practices.

We want to be your management system partner. Our goal is to assist you with the continual improvement of your management system.

You can be assured that Quality Systems Registrars, Inc. will never deviate from the principles instilled by our founders that are now required by ISO/IEC 17021:2011.

We truly hope to earn your confidence and your business with every audit. That's the QSR® difference.

-QSR Corporate Management

"your company will receive the best service we can offer at all times."