



**YOUR PARTNER TOWARDS  
QUALITY IMPROVEMENT**





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# Introduction

A Leading Provider of independent assessment services, offering Registration/Certification, 2nd Party, 1st Party and Franchise Audit, Risk Management Solutions, and related Trainings from Modern Management to Effective Business and Management Solutions.

## Vision

Our vision is to become a referenced entity for improving Quality of LIFE through advancement and adoption of Business Excellence.

## Mission

Our Mission is to promote the use of standards and Management Systems requirements by providing services of Conformity Assessment, Training, Specialized Auditing, and Risk Management Solutions.

## Values

Customer focus

- o Respect for others
- o Knowledge Sharing
- o Tolerance

o Innovation

o Client appreciation

o Impartiality

o Integrity



## Key Success Factors

- o Professionalism
- o Dedication
- o Team work
- o Local Presence
- o International exposure
- o Ability to work in different
- o Availability of our resources
- o Flexibility in our interventions
- o Extensive experience and knowledge
- o Ability to understand and adjust to  
Multicultural settings

## Our Services

At SMG we help organizations achieve their business improvement objectives by

offering services and solutions in the following areas:

- o Management Systems Registration / Certification
- o Training
- o Business Improvement Services
- o Inspection



## Management Systems Registration / Certification

Driving improvement is a constant challenge for organizations. SMG can supply you with the technical and business expertise to simplify that challenge, whatever business you are in. Providing independent, 2nd and 3rd party certified assessment services.

A Management System program offers a step-by-step approach aimed at providing you with confidence in your system's capability to meet the needs of the organization and your customers. This process addresses the philosophies of good management practice covered by the Standard.

In addition, our unique Business Assurance approach can really give your business the edge by turning the assessment process into a powerful management tool to improve and protect performance. By understanding what really matters to your organization and stakeholders, we can help you improve your management system - and in turn your business - at the same time.

We provide auditing and registration services against below systems:

- o Quality
- o Environment and energy
- o Health and Safety
- o Information and Cyber Security
- o Food Safety and Retail
- o Oil and gas
- o Business continuity and Disaster Recovery
- o Asset Management
- o Others (Please Ask)
- o Risk and Reputation/ Anti-bribery
- o Cosmetics
- o Security Operations
- o Supplier Audit
- o Healthcare Accreditation
- o Franchise Audit
- o Social Responsibility
- o Ethic Audit (SEDEX)



## Training

At SMG we strive to recognize, understand and appreciate specific needs of our clients for In-house and Public Trainings. Our long-standing partnership with International Training Institutes serves in offering training programs covering wide range of management systems. To meet particular needs of our clients, we develop customized, in-house courses. Training Courses on Management Systems:

- o Business and Risk Management
- o Quality Management
- o Emergency Management
- o Environmental and Energy Management
- o Food Safety Management Systems
- o Root Cause Analysis
- o Information and Cyber Security
- o Health and Safety Management
- o Integrated Management System
- o Lean Management
- o Oil and Gas
- o GDPR

Customized Training Courses Designed to Address Particular Requirements and Unique Solutions:

- o Management and Leadership
- o Business Process Management and Improvement
- o Quality Tools for Business Excellence
- o Strategic Thinking and Objective Setting
- o Customer Service Vision
- o ISO 17025 Laboratory Management System
- o Effective Communication
- o Data Analysis and Problem Solving
- o Management System's Documentation
- o Healthcare
- o Diplomas and Certificates





## Other Services

### Business Improvement services

Your business is unique. Its needs, goals and objectives are different than any other organization. This differentiates you and gives you a business advantage, but may also require a customized approach to the way your business processes and programs are identified, managed, measured and improved upon.

SMG business improvement solutions are focused on delivering client value by offering a variety of tools and techniques to identify the right solution for your business. Once we have assessed your needs, we can then identify the most appropriate methods to equip you with the relevant knowledge and implement the recommended improvement initiatives.

- o Supplier Qualification System
- o Internal Audit Function Establishment
- o EFQM Assessments – European Foundation Quality Management
- o Supplier Assessment Solutions
- o Organic Food
- o Risk Management
- o Full Time Equivalent Calculation
- o Health Care Services and Solutions (Hospital and Health Care Centres Accreditation)
- o Lean Management
- o Integrated Management System Software
- o Laboratory Accreditation
- o Environmental Impact Assessment

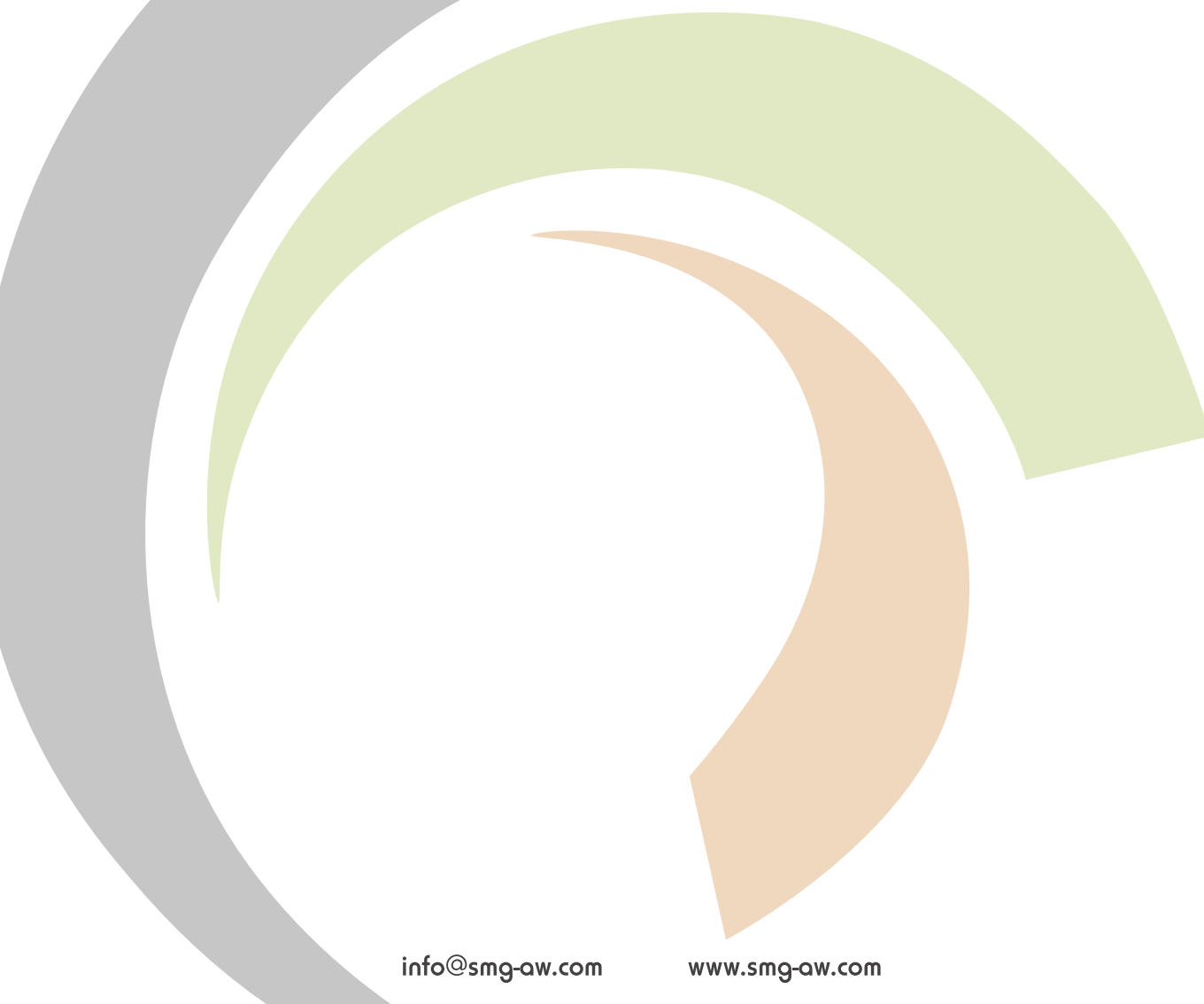


## Inspection

Independent third-party inspections help clients around the world to protect their financial, branding and legal interests throughout the entire supply chain - from raw materials and finished goods to plant facilities and assets.

We offer inspection services to manufacturers, retailers, traders, plant operators, governments and other buyers and sellers of materials and products in the world's markets; and we support the life management of plant facilities such as power plants and oil refineries with inspection and testing, ensuring that your assets are operating safely and reliably. Inspections help minimize the risk of defective products by ensuring they meet both customer standards and industry and government regulations. This serves to protect your business interests, help manage your risk and ensure quality products are manufactured and delivered to their final destination at the specifications of the customer.





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