ISO/IEC 19770-1 is a Management Systems Standard. It’s based on the Deming Cycle (plan, do, act, check (PDAC)) of continuous improvement. The cycle is iterative and continuous.

ISO defines a management system as ‘a set of interrelated or interacting elements of an organization to establish policies and objectives, as well as the processes to achieve those objectives’.

The ISO/IEC 19770-1 certification scheme is a management system audit.

For more information:
- Watch this video
- Visit this webpage

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**Step 01.**
**PREPARATION – GAP analysis.**
- Gain a clear view of your management system’s maturity.
- Discover deficiencies (and fix them).
- Start the certification process well prepared.

**Step 02.**
The INITIAL AUDIT is comprised of 2 stages.
- **Stage 1:** What is assessed? The documentation of the management system.
- **Stage 2:** What is assessed? The implementation and effectiveness of your management system.

Between Stage 1 and Stage 2, you will have time to adjust and correct processes.

**Step 03.**
**ASSESSMENT REPORT**
- **Are there any non-conformities?**
  - If yes, you will receive a non-conformity form to complete, which must be returned within a specified time period.
- **Have standards been met?**
  - If yes, your organisation will be nominated for certification. Nominations are presented to a Certification Committee (independent auditors within the assessment organisation).

**Step 04.**
**CERTIFICATION**
ISO/IEC 19770-1 certificates are valid for three years.

During this time, two surveillance audits are performed and then, the re-certification process will occur.