

**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](#)



## 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.

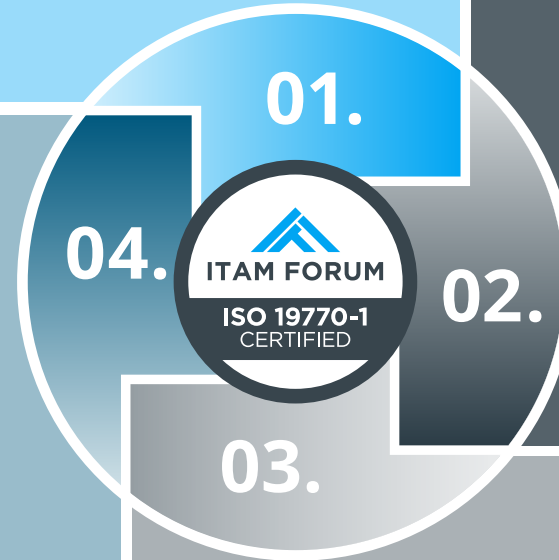


## Step 04.

### 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.



## 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).