



AN INTRODUCTION TO EOQM

Why we exist

Apparently the most popular word in the world is “OK”. But at EOQM, we’re not OK about that. We don’t think the world should settle for “OK”. We believe the world deserves better than that. We believe the world deserves “excellent”. That’s why we always challenge mediocrity. The idea that “just about good enough” is acceptable to clients, business partners or the world at large is never acceptable to us. It never has been and never will be. Most of all, we are against complacency. Of course standards can fall. Of course people can stop trying so hard, but we will never stop, at least not until excellence becomes a habit for one and all.



What we do

Quite simply, EOQM is the business standards company that helps organizations apply maximum quality standards - all over the world. That’s our business, enabling others to perform better. Our clients range from globally recognized brands to small, local companies in 42 countries worldwide. We’re a European Organization that develops and delivers products and services in a truly inclusive way, we are committed to continual improvement and we work with the highest level of integrity.



What is EOQM?

EOQM is the world's leading inspection, verification, testing and certification company. We are recognized as the global benchmark for quality and integrity. With more than 3,000 employees, we operate a network of more than 30 offices and laboratories around the world.

Accreditation has many flow-on benefits throughout the market chain for business, regulators and government by:

Reducing compliance and transaction costs, reducing risk, streamlining operations, breaking down barriers to trade, which provides greater access to foreign markets; and providing assurance that goods and services sold are safe and can be used for their intended purpose. These strengthen national, Trans Tasman and international trade and commerce.

Accreditation adds value to the ever growing and increasingly complicated market chain in many ways, including by providing a symbol of assurance that certifiers and inspectors are independent and competent to perform their duties.

Accredited certification and inspection of products, processes and people called conformity assessment has a ripple effect through the market chain, right to the consumer. It gives consumers confidence that their purchases meet specified standards and are quality assured. This includes retailers, wholesalers and individual consumers.

Our clients choose us:

- For our unique client management structure
- For our expertise
- For our integrity
- Because we are performance minded
- For our expert Assessors



Our Services

EOQM offers a full spectrum of services to help organizations work better. We create standards of excellence, train your people to work in more effective ways, assess how you're doing and help you perform even better in the future, and none have been doing it as long as we have.

We provide the following services:

- **Accreditation**

Without accreditation there is no certainty that goods and services can be depended upon. On the other hand, accreditation provides certainty in a world where standardization and certification are an integral part of the global economy. And it supports trade and commerce.

- **Training**

Our training programs cover regulations, including updates to relevant laws and standards, and implementation of quality and environmental and health and safety programs.

- **Events**

We run a variety of events, designed to deepen awareness of standards and get interested parties together to discuss how we can push the boundaries forward.

- **Conferences**

Our conferences enable delegates to gain knowledge on the latest standards, best practice and to assess the benefits and implications for their organization.

- **Consulting**

All of our consultants have many years of business experience across a range of sectors. They provide an excellent consultancy service that is efficient and affordable, without cutting corners.



Our Standards

Standards provide the knowledge that organizations need to succeed, and deliver it in concentrated form. They can offer a set of powerful tools to make your organization more innovative and productive.

- **ISO 9001**
Quality Management
- **CCA**
Contact Centre Management
- **ISO 14001**
Environmental Management
- **ISO 31000**
Risk Management
- **ISO 27001**
Information Security Management
- **OHSAS 18001**
Occupational Health and Safety Management
- **ISO 26000**
Social Responsibility
- **ISO 26000**
Social Responsibility
- **ISO 22301**
Business Continuity
- **ISO 10015**
Quality management - Guidelines for training
- **ISO 29990**
Learning Services for non-formal education and training
- **ISO 29993**
Learning services outside formal education
- **ISO 17025**
General requirements for the competence of testing and calibration laboratories



Our Partners

Each of our partners has the same authority, knowledge and expertise as we do. And we believe in the services they provide to support us in raising standards and making excellence a habit. They include independent consultants who can help you implement standards, laboratories who work with us to test products, international standards bodies and industry associations.

Contact Information



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