RoofGlory

METAL ROOFING

ISO Certification: ROOfglory's Commitment to Quality

What is ISO?

ISO is the International Organization for Standardization. ISO creates documents that provide requirements, specifications, guidelines or characteristics that can be used consistently to ensure that materials, products, processes and services are fit for their purpose. ISO is an independent, non-governmental organization with a membership of over 160 national standards bodies supporting innovation and solutions to global challenges.

ISO is not an acronym; instead, the name derives from the Greek word **iso**, which means equal. Founded in 1946, **ISO** is an international organization composed of national standards bodies from over 75 countries. For example, ANSI (American National Standards Institute) is a member of **ISO**. To date, there are more than 22,000 international standards within the ISO organization.

A quality management system defines how a business can meet a customer's requirements along with other stakeholders of the business.

- The **ISO 9001** standard establishes requirements for a company's quality management system to become more efficient and improve customer satisfaction.

- Other ISO standards look at other types of management systems, such as **ISO 14001** for environmental management, or **ISO 45001** for occupational health and safety management.

- Note: **ISO 45001** has just recently been established to supersede the former OHSAS 18001 standard.

ISO 9001:2015

A management system defines an organization's operations to help it meet its objectives. Under **ISO 9001**, a quality management system defines how an organization can meet a customer's requirements.

ISO 9001 is based on the concept of continual improvement – designed to be flexible enough for use by many types of businesses. It doesn't specify what the specific objectives of "quality" or "meeting customer needs" should be. Instead, it requires us to define our objectives ourselves and continually improve our processes to reach them. And, once a target has been reached, we must reassess that objective: a quest for continual improvement.

roofglory has a quality management system that helps us to:

- Assess the overall context of our company to define who is affected by our work and what they expect from us. This helps us to clearly state our objectives and identify our business opportunities.

- Put our customers first – making sure we consistently meet their needs and enhance their satisfaction. This will lead to both repeat and new business for roofglory.

- Work more efficiently, as all of our processes will be aligned and understood by everyone in the company. This increases both productivity and efficiency, reducing our internal costs.

- Meet our necessary statutory and regulatory requirements.

- Identify and address the risks associated with our business.

ISO 9001 certification is not a requirement – we can use the standard to improve the way we work without being certified. However, third-party certification – when an independent certification body audits our practices against the standard's requirements – signals to our customers and suppliers that we have implemented the standard properly.

ISO does not perform certification. The compliance firm, American Global Standards LLC, assesses and approves roofglory's Quality Management System and that it conforms to the ISO 9001 standards.

ISO 14001:2015

ISO 14001 is an international standard that sets requirements for an environmental management system. It helps companies, like roofglory, to improve our environmental performance through more efficient use of resources and reduction of waste. Our system helps us to identify, manage, monitor and control environmental issues in a "holistic" manner.

ISO 14001 requires us to consider all environmental issues relevant to our operations – such as:

- Air pollution
- Waste water recycling
- Waste management
- Resource use and efficiency

Further **ISO 14001** includes our need for continual improvement of our systems and approach to environmental concerns.

ISO 45001:2018

Health and safety in the workplace are the number one concern for businesses, yet still deaths and injuries occur. **ISO 45001** sets the minimum standard of practice to protect employees worldwide.

ISO 45001, Occupational Health and Safety Management Systems, is the world's first international standard for occupational health and safety (OH&S). This standard provides a framework for roofglory to increase safety, reduce our workplace risks and enhance health and well-being at work, enabling us to proactively improve our OH&S performance.

Key benefits from our use of this standard include:

- Reduction of workplace incidents

- Reduced absenteeism and staff turnover, leading to increased productivity

- Reduced insurance premiums

- Creation of a health and safety culture, encouraging employees to take an active role in their OH&S

- Reinforced leadership commitment to proactively improve OH&S performance

- Meet legal and regulatory requirements

- Improve staff morale

ISO 45001 adopts a risk-based approach that ensures it is effective and undergoes continual improvement to meet our ongoing needs and challenges.