



## Maximize your quality system investment with our focus on continuous improvement, industry-experienced auditors and award-winning support.

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### About EAGLE

EAGLE Registrations Inc. has been providing personalized, value-added third-party certification services for international standards since 1994. Our industry-experienced auditors help clients maximize their investment in their management system through conformance analysis, constructive feedback and continuous improvement. EAGLE is accredited by the ANSI-ASQ National Accreditation Board (ANAB) and recognized by the International Automotive Task Force (IATF).

EAGLE prides itself on its many industry and client-focused attributes including:

### Personalized Service and Ongoing Communication with our Clients

- One primary contact to ensure familiarity with our clients business practices
- Our staff is trained to assist clients inquires

### Consistent Audit Scheduling and Certification

- Standardized Audit Plan Template to ensure consistency and accuracy
- Advanced Audit Scheduling—entire 3-year audit cycle
- Ongoing surveillance visits

### Professional Industry-experienced Auditors

- Structured Auditor selection process including double peer review and random witness audits
- Ongoing competency training

### Award-Winning Client Satisfaction

- Feedback surveys after each audit
- Appeals and complaints process
- Helping clients solve problems and meet performance objectives

### Value-Added Service Focus

- Opportunities for improvement
- WebEx seminars and User Groups
- Training and sponsored events
- Industry-experienced and trained auditors and staff

### Balanced Scorecard

- Ongoing tracking and measuring of our performance— focused on continuous improvement

### Superior Industry Knowledge

- Active participation with accreditation bodies and industry organizations such as the ANAB (ISO), IAOB (TS), ANSI (SQF) and IAQG (AS)
- Continuous education through seminars and meetings (WebEx)

### Did you know?

- EAGLE was rated #1 registrar in North America in the most recent survey by *Quality Digest* magazine (July 2001)
  - #1 In Customer Loyalty
  - #1 In Consistent Interpretation
  - #1 In Value-Added Service
  - #1 In Auditor Interpersonal Relations
  - #1 In Administration
  - #1 In Communication
- EAGLE was named a 2008 Excellence in Information Integrity (EII) Finalist. The Award recognizes organizations that have made exceptional progress toward providing accurate, consistent and reliable information to their clients, suppliers and partners

### EAGLE Services

- ISO 9001<sup>1</sup>
- AS 9100<sup>1</sup>
- ISO 13485<sup>1</sup>
- ISO 22000<sup>1</sup>
- ISO 14001<sup>1</sup>
- FSSC 22000
- Safe Quality Food (SQF)<sup>2</sup>
- OHSAS 18001
- ISO/TS 16949<sup>3</sup>
- SQF Ethical Sourcing

Accreditation by <sup>1</sup>ANSI-ASQ National Accreditation Board (ANAB), <sup>2</sup>American National Standards Institute (ANSI) and <sup>3</sup>International Automotive Oversight Bureau (IATF).

For more information, please call 800.795.3641, e-mail [info@eagleregistrations.com](mailto:info@eagleregistrations.com) or visit [www.eagleregistrations.com](http://www.eagleregistrations.com).



IAOB  
International Automotive  
Oversight Bureau

ANSI  
American National  
Standards Institute



EAGLE Registrations Inc.  
SERVICE • INTEGRITY • VALUE

# EAGLE's Registration Process

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1. The customer requests a quote from EAGLE.
2. The customer submits an application and contract to EAGLE for review. The standard number and scope of registration are critical. A lead auditor is assigned by EAGLE.
3. EAGLE will perform an optional practice registration assessment. This allows the company to judge how close it is to being compliant. This assessment has no official effect on the outcome of registration processes.
4. EAGLE performs a review of the customer's Quality Manual to determine compliance to the standard. The customer receives a detailed report.
5. EAGLE will perform an on-site visit or off-site review to verify other documentation (procedures, work instructions, etc.) needed to demonstrate compliance to the standard. EAGLE answers any questions about its registration and performs a walk-through assessment. EAGLE judges if the customer is ready for the registration assessment. The customer receives a detailed report of the status of Quality Manual issues and any new findings from this visit.
6. An EAGLE assessment team conducts a thorough and objective on-site assessment to determine the degree and effectiveness of the customer's implementation of its quality management system. The customer receives a detailed assessment report. The assessment team makes the registration recommendation.
7. A corrective action and/or a follow-up visit may be required depending on the results of the assessment.
8. Based on the recommendation from the assessment team, EAGLE makes the registration decision. The customer receives a certificate and complete documentation package.
9. EAGLE performs surveillance audits typically on a six, nine, or 12 month cycle. ISO/IEC Guide 17021 requires all registrars to perform a re-certification every three years to verify overall continuing effectiveness of the organization's quality management system in its entirety. This re-certification visit will occur at the end of the client's three year certification period.

