



## COMPANY PROFILE

### *Quest Consultants - Organization*

**Quest Consultants (QC)** is dedicated to equip the companies with the latest international standards, certifications and techniques for improving not just the quality of the product, processes and systems but also enabling them to compete with any company on an international level.

**QC** is a multidisciplinary team of highly trained and experienced professionals having engineers, MBAs, BS, Lead Auditors and industry experts as advisors on health and safety, corporate laws and labour laws on its panel. Our trainers have provided training in collaboration with **Export Promotion Bureau (EPB), Federation of Pakistan Chambers of Commerce and Industry (FPCCI), Pakistan National Accreditation Council (PNAC) and Pakistan Software Export Board (PSEB)**.

**QC** is engaged in consulting and training in the areas of OHSAS 18001 (Occupational Health and Safety Assessment Specification), ISO 27001 Information Security Management System, HACCP (Hazard Analysis Critical Control Point) / ISO 22000 Food Safety Management System, ISO 9000 Quality Management System, WRAP (Worldwide Responsible Apparel Production), CMMI (Capability Maturity Model Integrated), ISO 14000 Environmental Management System, Oeko Tex 100, SA 8000 (Social Accountability standard), ISO 16949 for automotive industry, ISO 17025 Laboratory Accreditation, Labour Laws and C-TPAT (Custom Trade Partnership Against Terrorism).

**QC** has provided consulting and training services to almost all the sectors of the industry. Due to our rich and diversified industrial experience, we provide consultancy with practical value additions for any industrial sector.

We ensure and strongly believe that the achievement of client's goals and targets should be perceived as value for money. The success of our philosophy is measured and evaluated in terms of client satisfaction, client retention, referrals and references.

Furthermore, we are approved and registered consultants by Ministry of Science & Technology, Government of Pakistan.

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Suite # 502, Gohar Chamber, near Duty Free Shop, Shahrah-e-Faisal, Karachi - 75350,  
**Tel:** 9221 - 2033520, 4537682, 4537601; **Fax:** 9221 - 4537682; **Email:** [coordinator@questconsultants.com.pk](mailto:coordinator@questconsultants.com.pk)



**OUR SERVICES ; OHSAS 18001, ISO 27001/BS 7799, WRAP, Oeko Tex 100, HACCP, ISO 9000, ISO 14000, CMMI, SA 8000, TS 16949, ISO 17025, Labour Laws, C-TPAT**

### *OHSAS 18001 ; Occupational Health and Safety Assessment Specification*

This standard addresses the occupational health and safety needs of a company and provides a comprehensive health and safety management system to the company. It contains management system requirements similar to those in ISO 9000, along with occupational health and safety requirements in such areas as planning, risk assessment and hazard identification, consultation and communication, operational control, emergency preparedness and response, and accidents and incidents. It can be implemented in any type of industry. OHSAS 18001 certification demonstrates a company's commitment towards the occupational health and safety issues which results not only in better working environment leading to improved productivity but also in compliance to national laws and regulations and international market requirements.

### *ISO 27001/BS 7799; Information Security Management System*

ISO 27001/BS 7799 is an International Standard for 'Information Security' that specify requirements for establishing an institution-wide Information Security Management System for the protection of institution's valuable financial and technical information assets. This standard establishes Information Security policies, procedures and sets practices that eventually reduces the probability of internal and external attacks on Information Assets and also limit the damage caused by an inadvertent or malicious incident. ISO27001/BS 7799 certification is widely accepted, recognized and valued in the national and international markets.

### *WRAP ; Worldwide Responsible Apparel Production*

To eliminate the need of the foreign buyer's audit and to standardize the social, health and safety, environment, production and security needs of an exporter, from the perspective of the buyer, this one standard is established by the American Apparel and Footwear Association (AAFA). Its certification is not only well accepted by the major buyers in the world but also prepares a company in all the aspects for any type of the company audit.

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### *Oeko Tex 100*

Mainly demanded by the American / European importers, this standard deals with the chemicals used in wet processing of the textile products. It ensures specific chemical limits which are considered as 'health hazards' worldwide. Oeko Tex certification certifies that the products are made from non-toxic materials and under environmental friendly conditions.

### *HACCP ; Hazard Analysis and Critical Control Points*

This standard is specifically designed for food industry. The prevention of any health hazard related to the manufacturing, processing, treatment, packaging, handling and delivery of food stuffs can be ensured by the implementation of this food safety management system.

### *ISO 9000 ; Quality Management System*

A well known standard used to structure, streamline standardize and optimize the processes / activities / systems of any type of industry, in order to enable it to stay competitive. This standard helps companies achieve cost effective and quality assurance methods.

### *ISO 14000 ; Environmental Management System*

A company's aspects affecting the environment are catered through this standard and a complete Environmental Management System (EMS) is effectively implemented to ensure the compliance with the applicable National Environmental Quality Standards (NEQS). Implementation of EMS improves compliance with legislative and regulatory requirements, reduces exposure to liability, prevents pollution, reduces waste, and creates a more positive public image of the organization.

### *CMMI ; Capability Maturity Model Integrated*

This standard is developed by the Software Engineering Institute (SEI), America, for the software development / houses. With an aim of improving the level of services and incorporating the best practices in the key areas of software development process as project management, quality assurance and delivery of the software to the client, this standard is considered as the most prestigious standard in software industry. It is the world's most popular framework for software development / houses in building organizational maturity.

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### *SA 8000 ; Social Accountability 8000*

All the social aspects, applicable national laws (child labour, forced labour, freedom of association, discrimination, compensation, working hours, occupational health and safety) and International Labour Organization (ILO) regulations are implemented through this standard. SA 8000 certification enables a company to project a positive image and good reputation to clients, employees, suppliers, shareholders and consumers. SA 8000 certified companies are also considered as socially responsible suppliers by the foreign buyers.

### *TS 16949*

Based upon the ISO 9001, Quality Management System, this standard is specifically designed for the automotive industry. This standard, coupled with customer-specific requirements, defines quality system requirements for use in the automotive supply chain. It is of special interest to international suppliers of auto-parts who are required to meet the requirements of more than one quality system standard. This standard is supported and recognized by the major European and US-based automobile manufacturers: BMW, Daimler-Chrysler, FIAT, Ford, General Motors, Peugeot-Citroen, Renault and Volkswagen as well as by their respective trade associations AIAG, ANFIA, FIEV, SMMT and VDA.

### *ISO 17025*

This is the only standard for which an accreditation, instead of certification, is required by the accreditation board. This standard is for the laboratories involved in testing of any kind and is recognized internationally. It is used to develop and implement laboratory quality management systems, and recognize their technical competence. It addresses every element of laboratory management and involves all laboratory staff whose functions relate to the quality of laboratory data generated. The implementation of a laboratory quality management system provides a defined, ordered process for operating all facets of a laboratory. ISO 17025 certified laboratories operate a quality system, are technically competent, and are able to generate technically valid results.

### *Labour Laws*

As the name implies, all the national / international labour laws that are applicable on any type of industry. These include laws and regulations pertaining to child labour, forced labour, freedom of association, discrimination, compensation, working hours, health and safety, etc.

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### *C-TPAT ; Custom – Trade Partnership Against Terrorism*

C-TPAT is the first worldwide supply chain security initiative, developed by the US customs. It is designed for the entire trade community. Its guidelines are company-wide and are based on factory/premises security, personnel/employee security, consignment security and transportation security. Foreign buyers require their suppliers (exporters) and other supply chain partners to adopt C-TPAT guidelines.

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## CONSULTANCY SERVICES

### *Consultancy Services*

Our consultancy support services are tailored to suit the specific needs and circumstances of each individual client. Quest Consultants has a team of professional consultants with proven experience of assisting the firms in achieving certification. These consultants, who are also Lead Auditors, work in the company and assist it in implementing the Management System in an effective and efficient manner. The general methodology includes:

Preliminary analysis of the company, based upon which time frame for the implementation of system and the quotation is prepared and submitted.

After the contractual agreement, detailed Gap Analysis is conducted to analyze the gap between the existing system of the company and the requirements of the standard.

Based upon the Gap analysis and the stipulated time frame, Implementation Plan is prepared detailing all the documents required and systems to be implemented.

Top management training is conducted on Standard, Systems and Documentation followed by the Managing Committee Meeting.

Quest Consultants is responsible to document and assist in the implementation of the non-existing systems. The existing or partially existing systems are prepared in coordination with the company personnel. It also provides complete assistance and guidance in making the existing system more efficient and effective apart from meeting the requirements of International Standard.

Near the completion of the implementation process, the training of Internal System Auditors is conducted.

Atleast two System Audits are conducted under the supervision of Quest's Lead Auditor/s.

Before the final assessment, Quest's Lead auditor may also perform a third party audit, called as pre audit.

During the implementation process, assistance is also provided in the matters of calibration and correspondence with the certification agencies.

In case of buyer's audit of the company, complete assistance is provided to develop corrective action plans (CAP) and follow up with buyers on company's behalf.

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Support From the Company :

The company has to appoint a Project Coordinator from its personnel called as Company Management Representative (CMR). He would be responsible to coordinate with the consultant and provide him full access to all management personnel and operational facilities. Following key commitments are required by the company:

Managing Director has to chair all the Managing Committee (top management) meetings to assign responsibilities and monitor the progress. These meeting are usually held once a month.

Timely actions by the concerned so that the project can be completed with in the stipulated time Availability of the CMR to coordinate with the consultant Cost effective packages are available for organizations with multiple sites undergoing simultaneous certification.



## IN-HOUSE TRAINING SERVICES

### In-House / On-Site Training

**T**raining and communication are central to the success of any Certification Program. Our training is therefore result oriented and focused. We offer the training, which could be used by any organization, service or manufacturing, embarking upon international certification program.

For Pakistani companies, where literacy is in general a problem, it has been experienced that the key hurdle in the implementation of the International Standards and achieving the Certifications is the understanding of the standard and its requirements in practical terms. Keeping this in view, *Quest* has designed and conducts comprehensive in-plant training programs covering all the critical aspects required in achieving the certification. For a company the key benefits of the in-plant training are:

- *Reduces the need for external consultant*
- *Complete understanding of the standard and requirements for certifications*
- *Reduction in the time frame of the implementation process*
- *Cost effective method to achieve certification*

The trainings are designed to cater the needs of the company anywhere in the implementation process. Following are the in-plant training sessions conducted by *Quest Consultants*

### Workshop 1 - Executive Briefing

This session has been designed specifically for the top management of the company and focuses on necessity rather than implementation of systems. Some of the issues discussed are background of standard, reasons to achieve certification, benefits of certification, time period, methodology for the implementation and the major costs involved in the process of implementation (cost of certification, cost of calibration, cost of necessary infrastructure development, etc.). It covers all the above aspects with respect to the specific standard / certification and industry/company.

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## Workshop 2 – Understanding Of The Standards And Documentation

This comprehensive and extensive session is designed and conducted to give the company personnel an in-depth understanding of the standard requirements with respect to the particular industry/company. The training focuses on how to develop the missing activities / systems in the company and on how to complete/formalize the existing or partially existing systems /activities. This session emphasizes upon the requirements of the standard and includes awareness to documentation structure and its development. The key features of this part of the training are:

1. Explanation of the Documentation required to comply with the requirements of any specific standard / certification.
2. Documentation Material including the sample procedures for non-existing activities required by the standard.
3. Exercises on documentation in which company personnel are practically trained to write the procedures against any specific standard / certification.

## Workshop 3 - Internal Auditing

*Quest's* Lead Auditors, experienced in auditing different industries, conduct this session. Company personnel are trained to audit their own company using the relevant standards as the guiding principles. The Key features are:

1. Exercises on auditing in which, company personnel are practically trained on the auditing concepts and methodologies.
2. Practical audit of one of the departments of the company
3. Based upon the above practical audit, how to report non-compliances, write the Audit report and raise the Corrective Action Requests
4. Follow up over the findings of the audit

Note: All the above mentioned workshops are an integral part of our consultancy assignments.

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## Other Related Services

In addition to our core activities relating to consultancy for certification, *Quest* has also designed some additional services, which can assist any company undertaking certification. These services, unless agreed upon in the beginning, are usually charged separately. Some of these are:

- Assistance with Certification Agencies

*Quest Consultants* can provide you complete assistance in the selection of the appropriate Registrar/certification agency. This includes the ratings of the certification agencies, cost estimates and providing comparative statement for the company. If the client desires, *Quest* can undertake correspondence on their behalf with the Certification Agency, set all the terms and conditions and notify the company along with the audit date. This service is free of cost.

- **Computerization of Quality Records**

Implementation of some International Standards and achieving Certifications requires a dynamic documentation control system. In order to streamline this process and prevent any duplication of efforts, many companies choose to computerize this operation.

On requirement/request, *Quest* also provides complete computerization packages as per the requirements of the company.

- **Follow up for other External Audits**

If you are subject to external audits which are related to or supported by the certification project being undertaken by *Quest*, we provide you complete assistance to follow up for these audits too. We will help you develop corrective action plan, implement these action, monitor the compliance, submit compliance evidences, etc. In short, you will find us there with you to share your responsibilities.



## SYSTEM AUDITING SERVICES

### *Specialized System Auditing Services*

In order to provide organizations, working towards developing system and achieving certifications and those already certified, Quest Consultants has developed specialized System Auditing Services.

### *Gap Analysis*

It is the activity, which is done at the beginning of the project to assess the gap between the existing system of the firm and the requirement of the standard.

Quest's qualified lead auditors, perform this activity, usually within 1/2 days. The gap analysis is followed by a comprehensive and detailed report submitted on the 5th day after this audit. The report details the requirements of the standard, which requirements are fulfilled or partially fulfilled by the company and which are completely non-existent in the company. This analysis is the basis for system development and modification.

### *Documentation / Desktop Auditing*

Since a good part of every standard requires documentation of processes and activities and which is crucial for achieving certification, Quest provides this service called as the DeskTop Auditing. A report is submitted on the 5th day after this audit, indicating the corrections to be made in the document and the professional suggestion to make your documents more practical, incorporating the best practices and not just something required by the standard. Where ever appropriate/applicable, flow chart of the activities is also provided by the Quest Consultants.

### *Pre-Assessment Auditing*

It is the audit done by an independent body before the final certification audit. *Quest* provides qualified lead auditors, with experience of auditing with different certification agencies, to audit your company and provide a comprehensive report with all the non-compliance found during the audit. The report will be submitted on the 5<sup>th</sup> day after the audit. Most of the companies, going for certification on their own, adopt this practice and have their system audited twice, i.e., at the middle of the process and before certification. This greatly reduces the cost and put more assurance in the company to qualify for the certification.

Note: All the above mentioned specialized system-auditing services are an integral part of our consultancy assignments.

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## CONTACT INFORMATION

### Contact

This brochure provides answers to services offered by *Quest Consultants*. If questions and matter remain open on any issue or you need additional information, please do not hesitate to contact us. We will be pleased to address your specific issues.

#### Address:

### ***Quest Consultants***

Mailing Address: Suite # 502, 5<sup>th</sup> Floor, Gohar Chamber, Plot # A-2, Block – 7/8, KCHS, Near Duty Free Shop, Sharah -e- Faisal, Karachi - 75350, Pakistan.

**Tel:** (0092 21) 4537601, 4537682

**Fax:** (0092 21) 4537682

**Web:** <http://www.questconsultants.com.pk>

**E-mail:** [coordinator@questconsultants.com.pk](mailto:coordinator@questconsultants.com.pk); [info@questconsultants.com.pk](mailto:info@questconsultants.com.pk)

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