



# INSTITUTE OF INNOVATION AND QUALITY ASSURANCE (IIQA)

## ABOUT US

The Institute of Innovation and Quality Assurance (IIQA) was founded by a highly qualified and committed team to offer their clients innovative and practical solutions for resolving business problems and achieving sustainable growth.

IIQA has a mission to be the Nation's leading agency to establish a quality culture in Nepal by improving the system, products, and services through the implementation of reliable and globally recognized mechanisms.

It had been contributing to the field of training, auditing, certification, Project management, technical advisory, and so on since 2010 in Nepal. IIQA in partnership with TnV is providing IAF-accredited certificates in Nepal



## ENSURING QUALITY MANAGEMENT SYSTEM IN THE ORGANIZATION





# ISO STANDARDS FOR HOTEL'S AND RESTAURANT'S

## ISO 9001 : 2015

The ISO 9001:2015 (**Quality Management System**) Standard helps to standardize the general business operations, guest management, and service function of the hotel industry.

## ISO 14001 : 2015

The **Environmental Management System** Standard will guarantee that the hotel is fully compliant with environmental safety standards, which is a requirement under environmental legislation for hotels. It will acknowledge the strategies and tactics applied to control the short-term to long-term environmental effects of an organization's operations, services, and products.

## ISO 45001 : 2018

An essential ISO Certification that every hotel must implement is a standard for employee workplace safety (**Occupational Health and Safety Management System**). It contributes to a low incidence rate at work and guarantees the staff's safety from any hazards associated with the workplace.

## ISO 22000 : 2018

The **Food Safety Management Standard** is a crucial need to keep the hotel dining and kitchen at world-class standards. It improves the guests' perception of value and helps build a brand. It will assist you to reduce the risk of foodborne diseases so that the end consumer gets high-quality and safe food products.

## HACCP

HACCP is an internationally recognized system for reducing the risk of safety hazards in food. HACCP is a management method that addresses food safety by analyzing and controlling biological, chemical, and physical hazards throughout the production, handling, and distribution of raw materials as well as the manufacture, distribution, and consumption of the completed product.

## ISO CERTIFICATION FOR HOTELS AND RESTAURANTS

ISO (International Organization for Standardization) is an independent, non-governmental international organization with a membership of 167 National standards Bodies. Through its members, it brings together experts to share knowledge and develop voluntary, consensus-based, market-relevant International Standards that support innovation and provide solutions to global challenges.

Since only the globally approved benchmarks can assure the safety management of the services provided by Hotels and Restaurants. ISO certification is the need to oblige the clients that the services provided by the Hotels and restaurants are as per the universally acknowledged standards. One can really feel the ultimate need for ISO Certification at each & every stage while in the supply network.



## STEPS FOR ISO CERTIFICATION



## EXPERTISE AND COMPETENCY

IRCA certified IIQA Trainers and Auditors are well qualified and experienced to carry out integrated assessments with minimal disruption of work at the clients place. They are easily accessible to help you in improving quality management system in your organization.

## BENEFITS

ISO helps in ensuring the customer experience is guaranteed and the right customer experience is delivered to the guests. Certification will ultimately assist in stepping into the global markets with no trouble at all. Some of its potential benefits for hotels and restaurants are:

- Promoting the Best Practices
- Enhance Productivity Among Hotel Staff
- Improve Customer Satisfaction
- Enhance Business Profitability
- New Market Opportunities
- Team Management
- Reduction in the Rate of Food-borne Diseases
- Provide assurance that environmental impact is being measured
- Strengthens the Brand Image
- Increased effectiveness and output and many more



## WHY IIQA AS YOUR CERTIFICATION?

- IAF-accredited Certification Body
- Experienced Auditors
- Reputed certification body in Nepal since 2010
- Customer-oriented
- Supportive staffs
- Cost-effective
- Fair and legally

## CONTACTS

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