

## QUALITY VOICE



NEWSLETTER OF IIQA, SEMI ANNUAL (APRIL - SEPTEMBER 2024)

**“Quality is never an accident, It is always the result of intelligent effort”**

*- John Ruskin*

### About Us

The Institute of Innovation and Quality Assurance (IIQA) is a well known organization that supports different organizations in ensuring quality in their processes, systems, services, and products by encouraging and putting into globally recognized practices in quality and innovation. It also helps organizations implement quality standards in Nepal. It has been active in a number of industries, including innovation, training, implementation, auditing, certification, and consulting. Accredited third-party evaluation, registration, and certification services for certain ISO Standards are also offered by IIQA.

### IIQA Conducts ISO 9001:2015 Awareness Session for Magic Hand Academy and Beauty Salon



IIQA recently conducted an in-depth awareness session on ISO 9001:2015 for the staff at Magic Hand Academy and Beauty Salon. This session aimed to enhance the participants' understanding of the principles and practices associated with quality management systems as detailed in the ISO 9001:2015 standard.

During the event, attendees received comprehensive information on ISO 9001:2015 requirements, including risk-based thinking, the process approach, and the significance of continuous improvement. The session also provided practical advice on implementing and maintaining an effective quality management system, specifically tailored to the beauty and personal care industry.

Participants engaged in interactive discussions and activities, gaining valuable insights and practical skills to enhance their organizational processes and customer satisfaction. The session concluded with a Q&A segment, allowing participants to seek further guidance on specific queries.

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### Site Visit and EMS & OHS Compliance Awareness Training with Maccaferri Nepal Pvt. Ltd.

In a recent collaboration, our team successfully conducted a site visit and provided comprehensive EMS & OHS Compliance Awareness Training and Consultancy for Legal Register Finalization with Maccaferri Nepal Pvt. Ltd. The program was centered on the Environment Management System (ISO 14001:2015) and Occupational Health and Safety Management System (ISO 45001:2018), offering valuable insights and practical skills to strengthen their environmental and safety management protocols.



This initiative underscores Maccaferri Nepal's dedication to sustainability and workplace safety, as the training culminated in the successful finalization of their legal register. We are proud to support Maccaferri Nepal in their continuous efforts to enhance their environmental and safety management systems.

### IIQA Conducted awareness session on ISO 9001:2015 and ISO 14001:2015 at Green Foundation Nepal

Our team recently conducted a detailed awareness session at Green Foundation Nepal (GFN) on the key principles of both Quality Management Systems (QMS) and Environmental Management Systems (EMS), focusing on the requirements of ISO 9001:2015 and ISO 14001:2015. The session aimed to equip participants with the knowledge needed to improve organizational efficiency and environmental sustainability. Through our discussions on ISO 9001:2015, attendees learned about the importance of customer focus, leadership, and risk-based thinking in ensuring high-quality service delivery and continuous improvement. Meanwhile, the ISO 14001:2015 segment emphasized environmental responsibility, legal compliance, and strategies to minimize GFN's environmental footprint.

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The session was met with great enthusiasm, as participants engaged wholeheartedly, recognizing the value of integrating these systems into their daily operations. This awareness initiative reflects GFN's commitment to excellence by partnering with the Institute of Innovation and Quality Assurance (IIQA), ensuring that the organization adheres to international standards in quality and environmental management while fostering a culture of sustainability and continuous growth.

### **Food Safety Management System (FSMS) Awareness Training session with Big Industries, Ranibari, Kathmandu!**

An in-depth session focusing on critical practices to ensure the highest standards of food safety was conducted by IIQA at Big Industries centered around the Food Safety Management System (FSMS), which is based on the globally recognized ISO 22000 standard. This system provides a structured and systematic approach for food producers to effectively manage the safety of their products and services throughout the food supply chain.

ISO 22000 integrates key elements such as Hazard Analysis and Critical Control Points (HACCP), good manufacturing practices (GMP), and stringent monitoring processes to ensure that food safety risks are identified, controlled, and minimized. By following these practices, food producers can ensure compliance with regulatory requirements, enhance customer trust, and prevent contamination or hazards that could compromise product safety.

IIQA expressed deep gratitude for the active participation and meaningful discussions that took place during the session. Participants engaged wholeheartedly, offering insights and feedback that contributed to a richer learning experience.

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This collaborative effort reflects a shared commitment to improving food safety standards in Nepal, and together, we are working to raise the bar, ensuring that consumers receive safe and high-quality food products.

### Glimpses of ISO 9001:2015 Awareness Training at Trade Link Nepal Pvt. Ltd.

IIQA recently conducted an insightful ISO 9001:2015 awareness training session at Trade Link Nepal Pvt. Ltd., marking a step forward in embracing quality management systems for improved organizational performance. The session focused on the fundamental importance of implementing ISO 9001:2015, which is essential for enhancing operational efficiency and boosting customer satisfaction. Participants actively engaged in discussions, delving into the key principles of the ISO standards, including the significance of continuous improvement and risk management.



By fostering a deeper understanding of quality standards, the training empowered the attendees to recognize and address critical areas that contribute to a culture of quality excellence. Through such initiatives, Trade Link Nepal is building a foundation for systematic growth and long-term sustainability.

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This training not only reinforced the organization's commitment to quality but also inspired a shared vision of excellence across all levels of the company.

Together, we are paving the way for a future driven by quality, accountability, and continuous improvement!

### Role of Third-party Inspection in Quality Management

"Third-party inspection is an essential mechanism for ensuring impartial and objective quality verification, giving businesses and consumers confidence that products, processes, or systems meet the required standards without bias or influence."

Third-party inspection plays a crucial role in quality management for several reasons:

- **Objectivity and Unbiased Assessment:** A third-party inspection ensures impartial evaluation, as the inspector has no vested interest in the outcome. This helps organizations maintain credibility and build trust with clients, suppliers, and stakeholders.
- **Compliance with Standards:** Third-party inspectors are well-versed in national and international standards. Their expertise ensures that a company's products, services, or systems meet the required quality and regulatory benchmarks, such as ISO standards.
- **Risk Mitigation:** By identifying potential quality issues before products reach the market, third-party inspections help reduce the risk of defects, recalls, and customer complaints. This can protect a company from financial losses and reputational damage.
- **Enhanced Credibility and Customer Confidence:** Independent verification of quality by a third party enhances a company's credibility. Customers are more likely to trust and do business with companies that have undergone unbiased inspections and certifications.
- **Continuous Improvement:** Regular third-party inspections provide organizations with valuable insights into areas for improvement, promoting continuous quality enhancement. This leads to better operational efficiency, higher product or service quality, and long-term success.
- **Competitive Advantage:** A third-party certification can differentiate a company in the marketplace, showcasing its commitment to maintaining high quality, which may be a deciding factor for clients in choosing partners or suppliers.

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### The Role of ISO Certification in Nepal's Post-LDC

As Nepal prepares to graduate from its Least Developed Country (LDC) status, businesses and industries face both new challenges and opportunities. One of the critical strategies to navigate this transition successfully is through ISO certification. Here's why:

- **Maintaining Global Competitiveness:** Upon LDC graduation, Nepal will gradually lose the preferential trade benefits that have helped its exports compete in international markets. ISO certification, such as ISO 9001 for quality management and ISO 14001 for environmental management, is an essential tool to maintain competitiveness by meeting internationally recognized standards. With these certifications, Nepalese products can continue to compete effectively, ensuring quality and compliance with global norms.
- **Securing Market Access:** Post-graduation, many of the preferential access mechanisms in global markets will no longer be available. ISO certification is crucial for businesses to meet the stringent quality and safety standards required by international buyers. It acts as a passport for Nepalese products to enter markets without facing regulatory hurdles, enabling smooth trade flows.
- **Attracting Foreign Investment:** ISO certification demonstrates that a business is committed to best practices in quality management, sustainability, and safety. As Nepal moves forward from LDC status, this level of credibility will be essential in attracting foreign direct investment (FDI). Investors look for assurance that businesses are capable of maintaining global standards, and ISO certification provides that confidence.
- **Meeting Regulatory Requirements:** As Nepal integrates further into the global economy, it will need to comply with more complex trade regulations. ISO standards help businesses ensure that their processes, products, and services meet international technical regulations, minimizing the risk of rejection in foreign markets and aligning with global trading partners.
- **Promoting Sustainable Development:** Beyond quality and market access, ISO certifications play a vital role in sustainable development. Certifications like ISO 45001 for occupational health and safety, and ISO 14001 for environmental management help businesses adopt practices that support long-term environmental stewardship and employee welfare, which are increasingly prioritized by global consumers and markets.
- **Enhancing Customer Trust:** In today's global market, consumer trust is paramount. ISO certification is a visible mark of quality, safety, and sustainability, giving consumers and partners confidence in the products and services they are purchasing from Nepalese companies. It strengthens Nepal's brand reputation in the global marketplace.

As Nepal enters this new phase, ISO certification will be an invaluable asset for businesses looking to thrive in the post-LDC economy. By adopting international standards, Nepalese enterprises can safeguard their market position, increase operational efficiency, and enhance their global standing.

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### TradeLink Nepal Pvt. Ltd. Achieves ISO 9001:2015 Certification



Trade Link Nepal Pvt. Ltd. has officially received ISO 9001:2015 certification from the Institute of Innovation and Quality Assurance (IIQA). This prestigious certification highlights the company's unwavering commitment to quality management and customer satisfaction.

ISO 9001:2015 is an internationally recognized standard that ensures organizations meet customer and regulatory requirements through effective quality management systems. It emphasizes continuous improvement, customer focus, and the engagement of top management. The rigorous certification process involved a comprehensive assessment of Trade Link Nepal's operations, including evaluations of its processes, documentation, and adherence to quality standards, demonstrating the company's dedication to continual improvement and operational excellence.

The Managing Director of Trade Link Nepal stated, "This accomplishment reflects their dedication to quality and believe that achieving this certification will not only enhance their operational efficiency but also strengthen their relationships with clients and stakeholders."

With this certification, Trade Link aims to enhance operational efficiency and customer satisfaction while setting a benchmark for quality standards. The company is committed to leveraging its certified quality management system to drive future growth, improve service delivery, and maintain a competitive edge in an ever-evolving market. Trade Link Nepal looks forward to serving its clients with even greater excellence and reliability.

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### IIQA Successfully Conducts Third-Party Inspection for Diverse Products

The Institute of Innovation and Quality Assurance (IIQA) has successfully completed third-party inspections for a range of products, including glass, felt, singing bowls, steel, and machinery components. This initiative underscores IIQA's commitment to ensuring quality and compliance with industry standards for both national and international clients.

The inspections were carried out by a team of experienced professionals who meticulously evaluated the products for quality, safety, and performance. By adhering to stringent protocols, IIQA ensures that the inspected products meet the necessary regulatory requirements and quality benchmarks.

This service not only helps manufacturers enhance their product credibility but also assists them in gaining a competitive edge in the global market. IIQA has served several clients from various sectors, showcasing its versatility and expertise in quality assurance.

With its robust inspection framework, IIQA continues to support businesses in achieving their quality goals and maintaining high standards in product delivery. The successful completion of these inspections reinforces IIQA's reputation as a trusted partner in quality management, dedicated to fostering excellence in Nepal's manufacturing landscape.



### Contact Details;

#### **Institute of Innovation and Quality Assurance (IIQA)**

Koteshwor- 32, Kathmandu, Nepal

**Phone no:** +977-01-5147215 | 9841281714

P.O.BOX No. 20771

**Email us:** [iiqanepal@gmail.com](mailto:iiqanepal@gmail.com)

[info@iiqa.com.np](mailto:info@iiqa.com.np)

**Editor:** Kabita Yadav

Website:

[www.iiqa.com.np](http://www.iiqa.com.np)

Facebook page:

[www.facebook.com/Institute-of-Innovation-and-Quality-Assurance-1499768540320395](https://www.facebook.com/Institute-of-Innovation-and-Quality-Assurance-1499768540320395)

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[www.iiqa.com.np](http://www.iiqa.com.np)