

A photograph of a business meeting. Several people in business attire are seated at a table, focused on taking notes in notebooks. The scene is brightly lit, with a white coffee cup visible on the table in the background. The overall atmosphere is professional and collaborative.

COTECNA

Cotecna Quality Resources

Training, Consulting, and Certification Services

Cotecna Quality Resources



About us

Cotecna, established in Switzerland in 1974, is one of the world's leading trade inspection, trade security and trade certification companies, operating in close to 100 countries.

Our key strength is the ability to tailor solutions to specific needs, and we treat each client, whether governmental or commercial, as a distinct entity with unique requirements.

We operate with the understanding that 'the client's fate is our fate' and every service we provide is conducted with a meticulous attention to detail.

Global presence

Cotecna operates as a truly global company, with close to 100 offices worldwide and a dedicated workforce of over 4000 employees and agents.

We conduct our business with a consistency of standards and flexibility of service.

Cotecna Quality Resources: Training, Consulting and Certification services

CQR (Cotecna Quality Resources) is a division of Cotecna offering training, consulting, and certification services in a wide range of areas covering quality, environment, security, health, safety or process improvement:

- Quality of processes with Six Sigma training courses and consulting programs
- Quality of management systems with certification and training activities (e.g. ISO 9001)
- Quality of products and services with product and service certification

Process Improvement, e.g. Six Sigma

Our System Management services are delivered in North and South America, Europe, Middle East and Asia by qualified professionals.

Cotecna offers strategic process performance improvement with tangible bottom line impact, using methodologies like Six Sigma programs and services.

We apply several methodologies and sets of techniques to improve business processes. For example, Six Sigma can improve the bottom line of a company by monitoring business activities to minimize waste and resources, whilst understanding and meeting client needs.

Six Sigma is about changing attitudes; being able to really understand client needs and internal processes and enhancing discipline, through fact-based analysis and decisions, leading to continuous improvement.

The key idea behind Six Sigma is that if you can measure a process, you can systematically work out how to get as close as possible to the highest levels of customer expectation and satisfaction:

- Six Sigma projects are selected based on their alignment with the company and/or business strategy
- Problems are detected, corrected, and process improvements are controlled to sustain over time
- Dedicated resources are specifically trained to drive projects and deliver bottom-line results

On-site Process Improvement programs driven by top management

- Key resource selection and coaching (e.g. Green / Black Belts)
- Project identification, set up and follow-up
- Performance tracking
- Effective hand-over
- 'Lean Manufacturing' and Value Stream Mapping training courses



- Balanced Scorecard
- Kaizen, 5S
- DMAIC (process improvement), DMADV (process design) and Lean Six Sigma

High quality training services

- Awareness Training
- Champion Training
- Green Belt Training
- Black Belt Training
- Master Black Belt Training

Six Sigma consulting services

- Six Sigma strategy
- Implementation and roll-out
- Executive coaching
- Project selection and reviews
- Selecting Champions, Master Black Belts, and Black Belts and coaching support
- Developing and implementing a measurement system
- Testing and certification
- Internal support process, policy evaluation (such as compensation, bonus structure, etc.) and benchmarking

“Black Belt for Rent” program

Do you need additional manpower to accelerate your Six Sigma initiative but do not have the luxury of appointing someone from your own team?

We can help you through our “Black Belt for Rent” Program. If you have an immediate need for experienced Six Sigma Black Belts for short and long-term project assignments, we can deploy our Black Belts to help you until Six Sigma training for your own staff is completed.

Benefits of our Process Improvement services

- Experts (Masters Black Belts and Black Belts) who understand the strategic nature of any Six Sigma activity
- Top management presentations and coaching
- International recognition of training courses (partnership with Stat-A-Matrix)
- A way forward for clients questioning their quality systems benefits
- Instill process management culture, leading to waste and downtime reduction
- Re-alignment of process outputs with client requirements
- Robust hand-over, giving clients the confidence to manage processes alone



Management Systems

Audits / Certification / Training

Our System Management services are delivered in North and South America, Europe, Middle East and Asia by qualified professionals, and cover:

ISO 9001 – Quality

- Pre-audits, gap analysis
- Documents review, audits and accredited certification
- Training courses: Awareness, Internal and Registered Lead auditors

ISO 14001 – Environment

- Pre-audits, gap analysis
- Training courses: Awareness, Internal and Registered Lead auditors

OHSAS 18001 – Health and Safety

- Pre-audits, gap analysis
- Training courses: Awareness, Internal auditors

ISO 22000 / HACCP – Food Safety

- Pre-audits, gap analysis
- Training courses: Awareness, Internal auditors

ISO 27000 – Information Security

- Pre-audits, gap analysis
- Training courses: Awareness, Internal auditors

ISO 28000 – Supply Chain Security

- Pre-audits, gap analysis
- Training courses: Awareness, Internal auditors

Customs-Trade Partnership Against Terrorism (C-TPAT)

- Validations in China
- Gap assessments elsewhere

Worldwide Responsible Apparel Production (WRAP)

- Audits

Product Certification / Verification of Conformity

- Audits
- Training
- Assistance to Governments

Service Certification

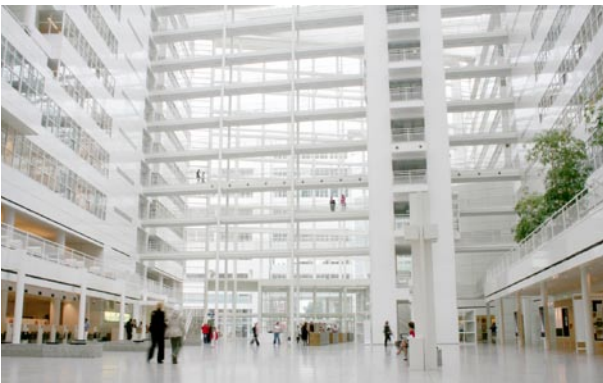
- Audits
- Training
- Schemes design

Other service can include: TL9000, AS 9100, BASC, Vulnerability Assessments

Benefits of Cotecna management systems' services

- Experts (senior certification managers and lead auditors) who analyze each client's context / need in order to provide adapted solutions with appropriate value
- Understanding of market trends and standards requirements, in order to advise optimum recognition and improvement solutions
- On-line technical support and assistance
- Cotecna agility based on dynamic teams, efficient organization, worldwide network of offices, and 'Voice of the Customer' culture

Adding value with Cotecna



How certification adds value

The concept of “adding value” essentially means making something more useful. For a certified company, a “value-added” approach generally asks the question: “How can I use my management system to help me to improve my business?” Typical improvements that businesses can make by adding value are a combination of:

- process efficiency
- growth
- rework reduction
- staff motivation
- client satisfaction, output quality
- profitability

Cotecna understands business needs

Cotecna understands each client’s context, strategic perspective and needs, and provides adapted solutions to deliver the appropriate value. We offer ways forward for clients seeking to further increase their quality systems benefits and bottom-line impact, with solutions such as Six Sigma.

We can also offer:

- Agility based on dynamic and competent teams, efficient organization, our worldwide network of offices and ‘Voice of the Customer’ culture
- International recognition with several accreditations
- Ability to instill a process management culture, leading to process efficiency, reduction of waste and downtime, re-alignment of process outputs
- Robust on-line technical support
- Our solid and recognized expertise in trade, inspection and testing, to provide clients with complementary services for trade facilitation, trade credibility and regulatory compliance

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