

Centre of Assessments for Excellence-COAE International

(An ISO 17021 Accredited Certification Body)

We Don't Just Assess; We Create Value...



About (Certification, Learning, Development & Assessments)



COAE International Pvt. Ltd. (here after called 'COAE') as an ISO 17021:2015 accredited body from National Accreditation Board & UAF for Certification Bodies (An MLA signatory of the International Accreditation Forum- IAF) Our exclusivity and specialization come with decades of experience and research.

We provide innovative, customized, and reliable services to all the key domains to all sectors including the corporate enterprises, Government Agencies, Financial Institutions, Health care providers, Technology and IT Industries Manufacturing and Industrial companies, Retail and E-commerce business, Non-Profit Organizations, Professional service firm, Energy and Utility companies, Transportation and Logistics companies etc. From executing the auditing, certifying, training, assessing, and inspecting roles to helping the policymakers in the transformational interventions for all sector in several nations, we have handled it all.

COAE participates in and leads the work of the development of national and international standards. COAE workshops and training programs help thousands of organizations across the globe perform better and strengthen their management systems to achieve Sustainable Development Goals. We use human intelligence combined with workflow & and cloud-based tools for conducting our third-party assessments to maintain a high level of effectiveness, efficiency and transparency at all stages of certification. COAE International is well equipped with valuable assets like technology and expertise gained from international exposure to globally known organizations.

Mission

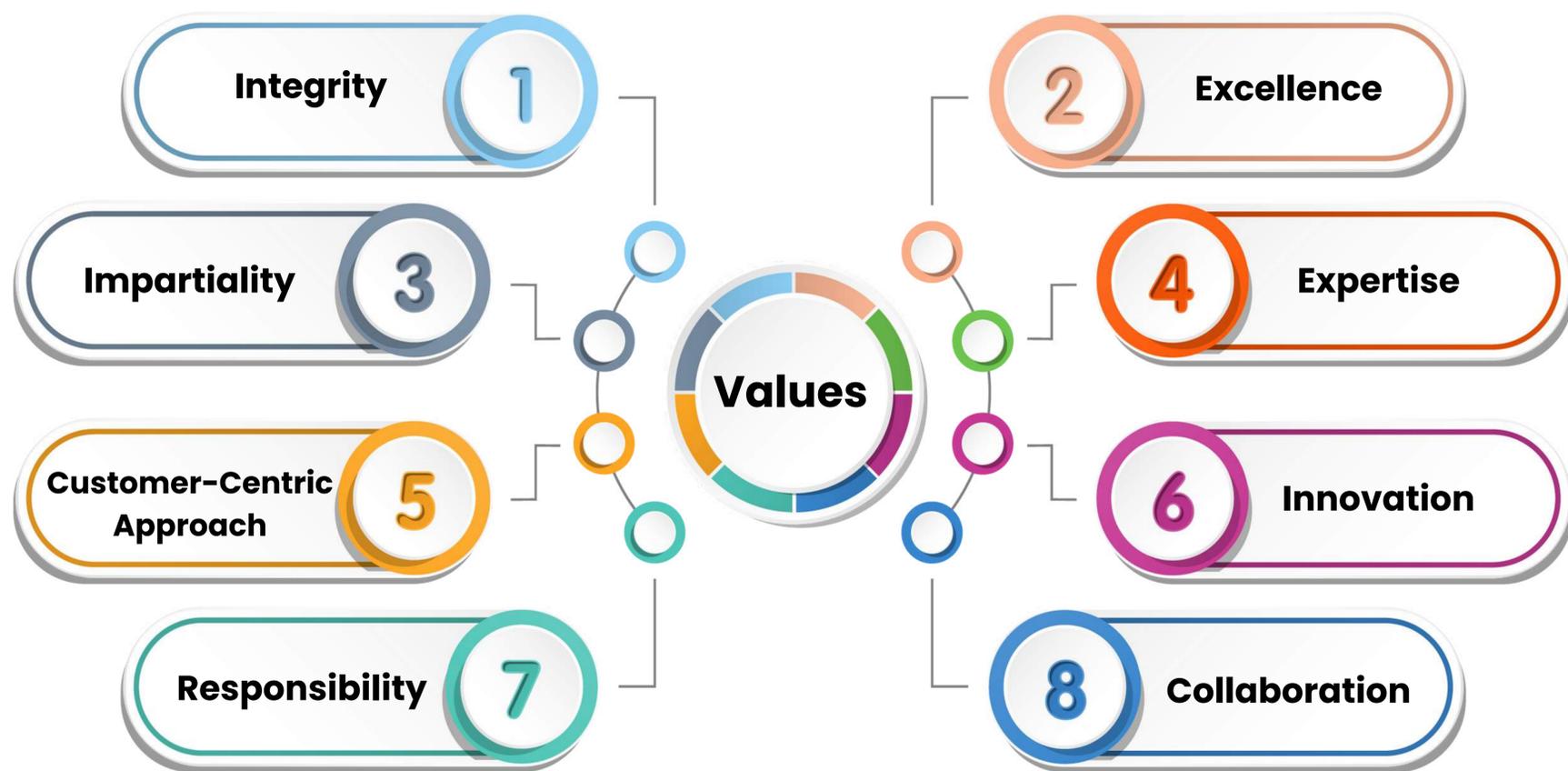
To serve as a trusted partner to organizations worldwide by providing value-added conformity assessments and expert guidance for achieving global recognitions and trust. We are committed to sharing knowledge, fostering innovation and promoting standards to empower individuals and organizations to seamlessly adopt excellence as a consistent practice.

Vision

To be the driving force that transforms the global standards of best practices into a culture of unparalleled and sustained excellence within organizations

Values

An Accredited Certification Organization that provides certification and assessment services plays a crucial role in ensuring the quality and credibility of organizations worldwide. Here are the eight core values that COAE International prioritizes:



1. Upholding the highest standards of honesty, transparency, and ethical conduct in all assessments and certifications.
2. Commitment to delivering top-quality services, maintaining accuracy, and pursuing continuous improvement in processes and methodologies.
3. Ensuring impartial and unbiased assessments, devoid of conflicts of interest or favoritism, to maintain the credibility and fairness of certifications.
4. Embracing a culture of expertise, employing highly skilled professionals, and staying abreast of industry trends and best practices to provide valuable guidance and training.
5. Focusing on understanding and meeting the diverse needs of clients, offering personalized solutions, and providing exceptional customer service throughout the certification process.
6. Embracing innovation in assessment methodologies, technology, and training programs to adapt and evolve with changing industry requirements.
7. Taking responsibility for the impact of certifications on society, the environment, and stakeholders, striving for sustainable practices and positive contributions.
8. Valuing partnerships and collaborations with stakeholders, industry experts, and regulatory bodies to foster mutual growth and advancement of global standards.

Why COAE International & How Are We Extraordinary?

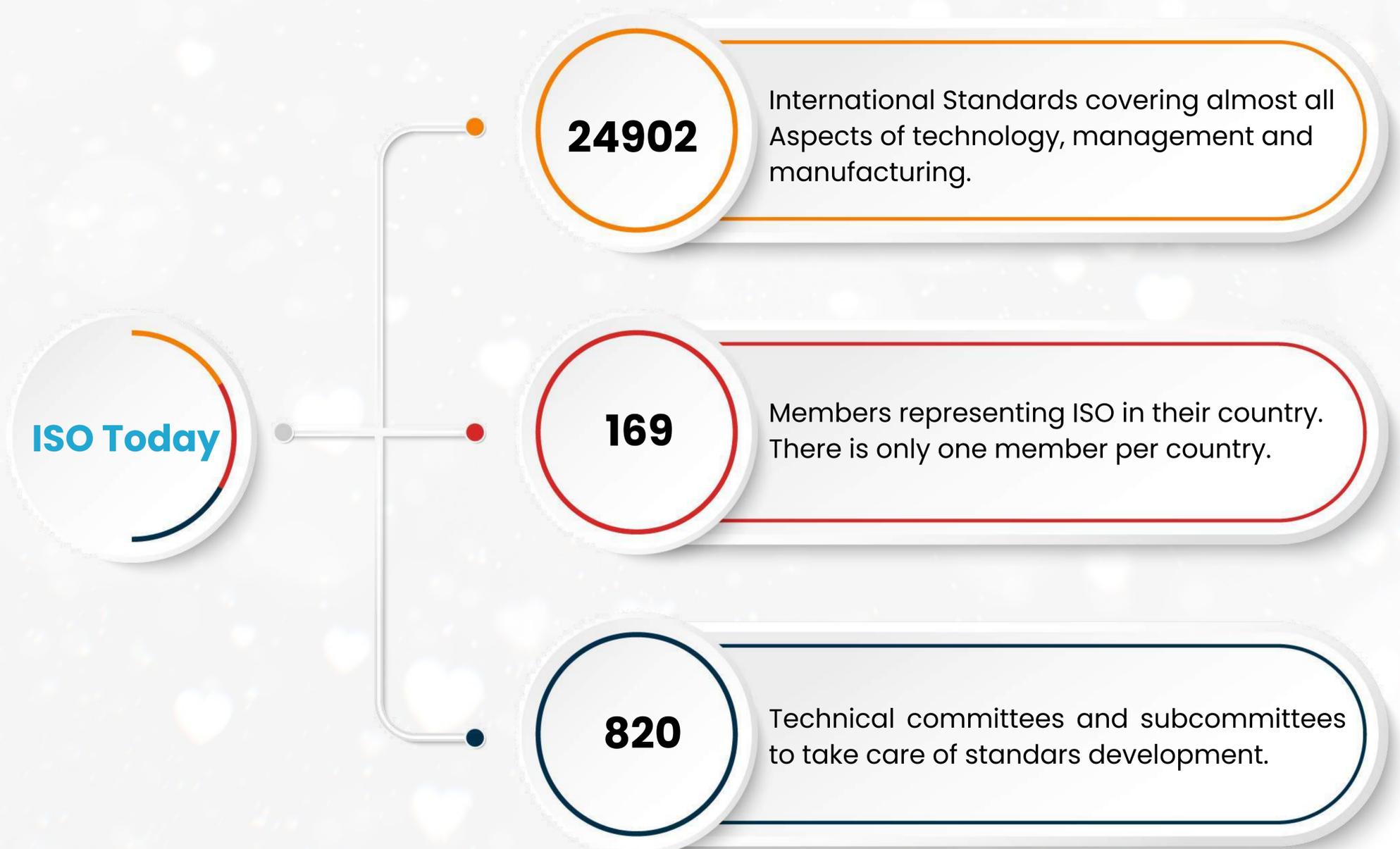
Discover why clients worldwide choose the Centre of Assessments for Excellence as their preferred partner for assessments, training, and certification. Here's why we stand out.



ISO Standard made easy

Know about ISO

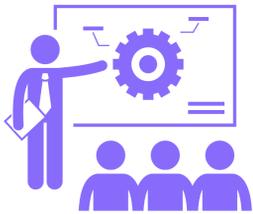
The International Organization for Standardization (ISO) is an independent, non-governmental international organization that develops and publishes a wide range of standards to ensure quality, safety, and efficiency in various industries and sectors. Founded in 1946, ISO is headquartered in Geneva, Switzerland, and comprises national standards bodies from different countries, each representing their nation's interests. The work of preparing International Standards is carried out through ISO technical committees.





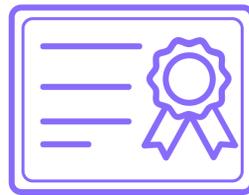
Our Services

TRAININGS



- ◆ Lead Auditor- EOMS, QMS, ISMS, OHSMS
- ◆ Internal Auditor- EOMS, QMS, ISMS, OHSMS
- ◆ Lead Implementer- EOMS, QMS, ISMS, OHSMS
- ◆ Foundation- EOMS, QMS, ISMS, OHSMS
- ◆ Capacity Building for Auditors, Consultants
- ◆ School Leadership Programs
- ◆ Risk Management
- ◆ Information Security
- ◆ Data Privacy
- ◆ Environmental, social, and corporate governance (ESG)
- ◆ Business Continuity

CERTIFICATION



- ◆ Quality Management System - ISO 9001
- ◆ Management Systems for Educational Organizations- ISO 21001
- ◆ Information Security Management System - ISO 27001
- ◆ Occupational Health and Safety Management System - ISO 45001
- ◆ Customer Satisfaction and Complaints Handling- ISO 10002

Assessment / Audit



- ◆ Risk Assessment
- ◆ Academic Audits
- ◆ Process Audits
- ◆ Green Audits
- ◆ IT Audits
- ◆ Energy Audits
- ◆ Data Privacy Audits
- ◆ Students Learning Level
- ◆ Educators' Performance

Know about ISO 10002

ISO 10002 is a standard specifically tailored for complaints handling. It provides guidance on the process of complaints handling related to products within an organization, including planning, design, operation, maintenance, and improvement. It is all about placing your customer's requirements in the forefront. It's a standard that outlines the guidelines for effectively handling complaints within an organization, ultimately leading to improved customer satisfaction & complaint handling process.

It specifies requirements for an Organizations Customer Satisfaction Complaint handling process when such an organization

- Intends to improve customer satisfaction.
- Enhance Customer Trust
- Intends to take a competitive advantage.
- Intends to identify potential areas of risk
- Encourages a culture of continuous improvement.
- Intends to increase customer loyalty and repeat business.
- Intends to adopt a systematic approach that aligns with international standards.
- Intends to improve brand reputation and customer perception.



To whom does this standard apply?

It applies to any organization, regardless of its size, type, or industry, that wants to effectively address and manage customer complaints.

The standard is particularly relevant for organizations that value customer satisfaction and aim to enhance their customer service processes. This includes businesses, non-profit organizations, government entities, and any other entity that interacts with customers irrespective of their size and complexity.

ISO 10002 is designed to be adaptable to various sectors and industries, recognizing the universal importance of managing customer complaints in a systematic and customer-focused manner. By implementing ISO 10002, organizations can establish a framework for handling complaints, resolving issues, and improving overall customer satisfaction.

Why is ISO 10002 important for any sector?

1

Elevates Satisfaction: Structured approach for effective complaint resolution boosts customer satisfaction.

2

Drives Improvement: Fosters a culture of continual improvement through customer feedback.

3

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4

Secures Loyalty: Efficient complaint handling reduces customer defection to competitors.

5

Ensures Compliance: Meets legal requirements, minimizing legal risks.

6

Streamlines Resolution: Guidelines for efficient complaint handling minimize disruptions.

7

Prevents Recurrence: Identifies root causes, preventing recurring issues.

8

Engages Employees: Improves staff understanding and engagement in addressing customer concerns.

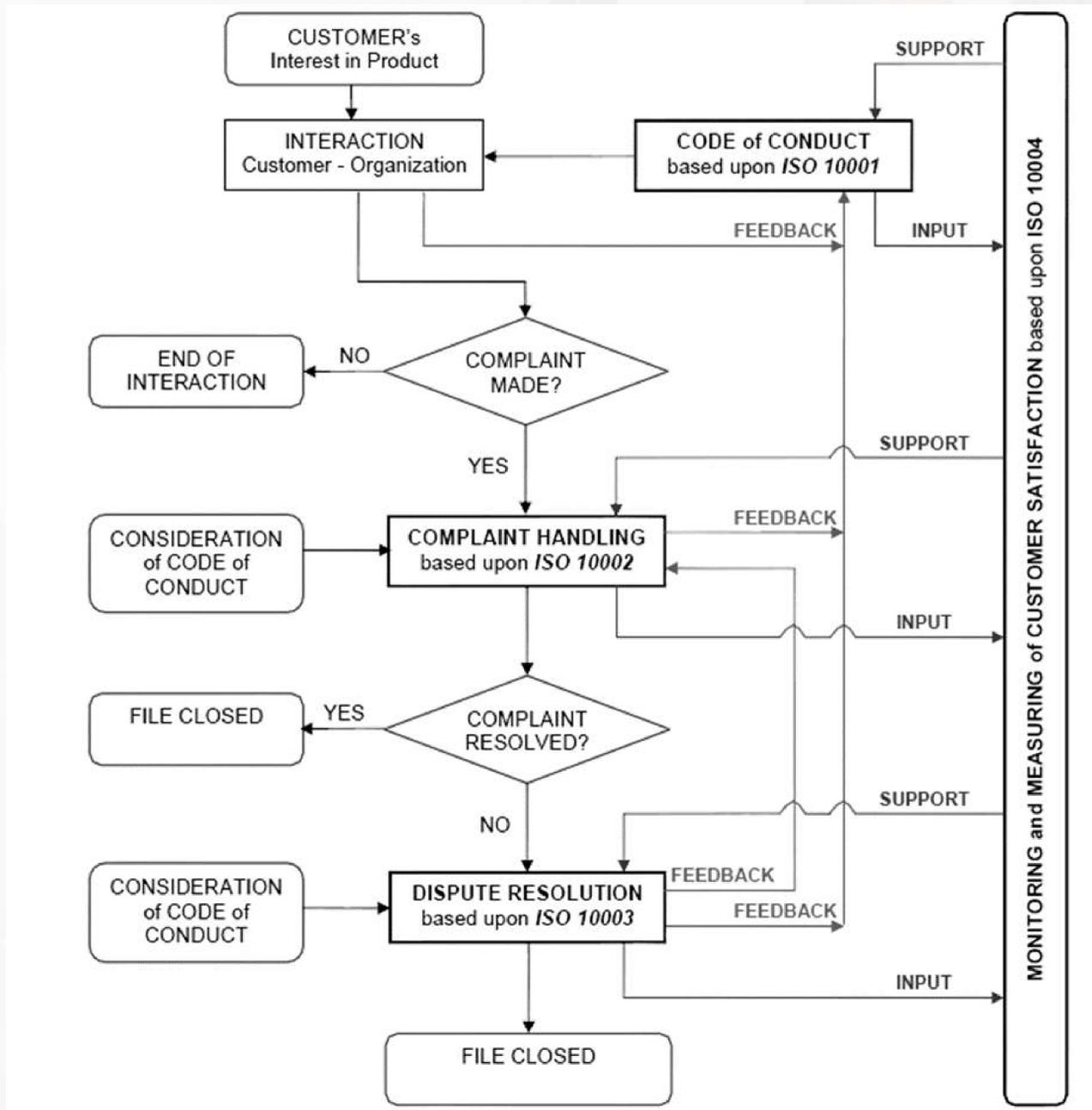
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Competitive Edge: A potential competitive differentiator, showcasing commitment to quality.

10

Global Recognition: Adherence to ISO standards enhances international market recognition.

Framework of ISO 10002



How does it align with the Organizational Mission, Vision and Strategy?



ISO 10002- Key Requirements

Clause 4	Guiding Principles	This clause emphasizes on organizations commitment, resource capacity, communication Transparency with customer, responsiveness with respect to complaints handling, unbiased complaints-handling process, free access to complainant, Information integrity, Confidentiality, Customer focused approach, Accountability to make decisions with respect to complaints handling, Improvement, Competence, timely closure of complaints.
Clause 5	Complaints-handling framework	This clause requires the organization to understand its internal and external issues, the needs and expectations of its interested parties, demonstrate leadership and commitment, to establish a policy that reflects its vision, mission, values, and objectives, and assign roles, responsibilities, and authorities for ISO 10002, to establish an explicit customer-focused complaints-handling policy, to identify and allocate the management resources needed for an effective and efficient complaints-handling process.
Clause 6	Planning, design & Development	This emphasizes on plan and implement a context-specific complaints-handling process.
Clause 7	Operation of complaints-handling process	This clause emphasizes on availability of Information concerning the complaints-handling process, Receipt of complaints, tracking of complaints, Acknowledgement of complaints, Initial assessment of complaints, Investigation of complaints, Communication the decision & closing of complaints.
Clause 8	Maintenance and improvement	This clause emphasizes on analyzing complaints to identify root causes and improvement opportunities.

What benefits can ISO 10002 provide to any Organization?



Customer Satisfaction



Customer Loyalty



Reputation



Efficiency



Issue Prevention Identifies and addresses root causes, preventing recurring issues.



Compliance: Ensures adherence to legal and regulatory requirements.



Competitive Edge Can be a competitive differentiator in the marketplace.



Employee Engagement



Continuous Improvement



Market Recognition

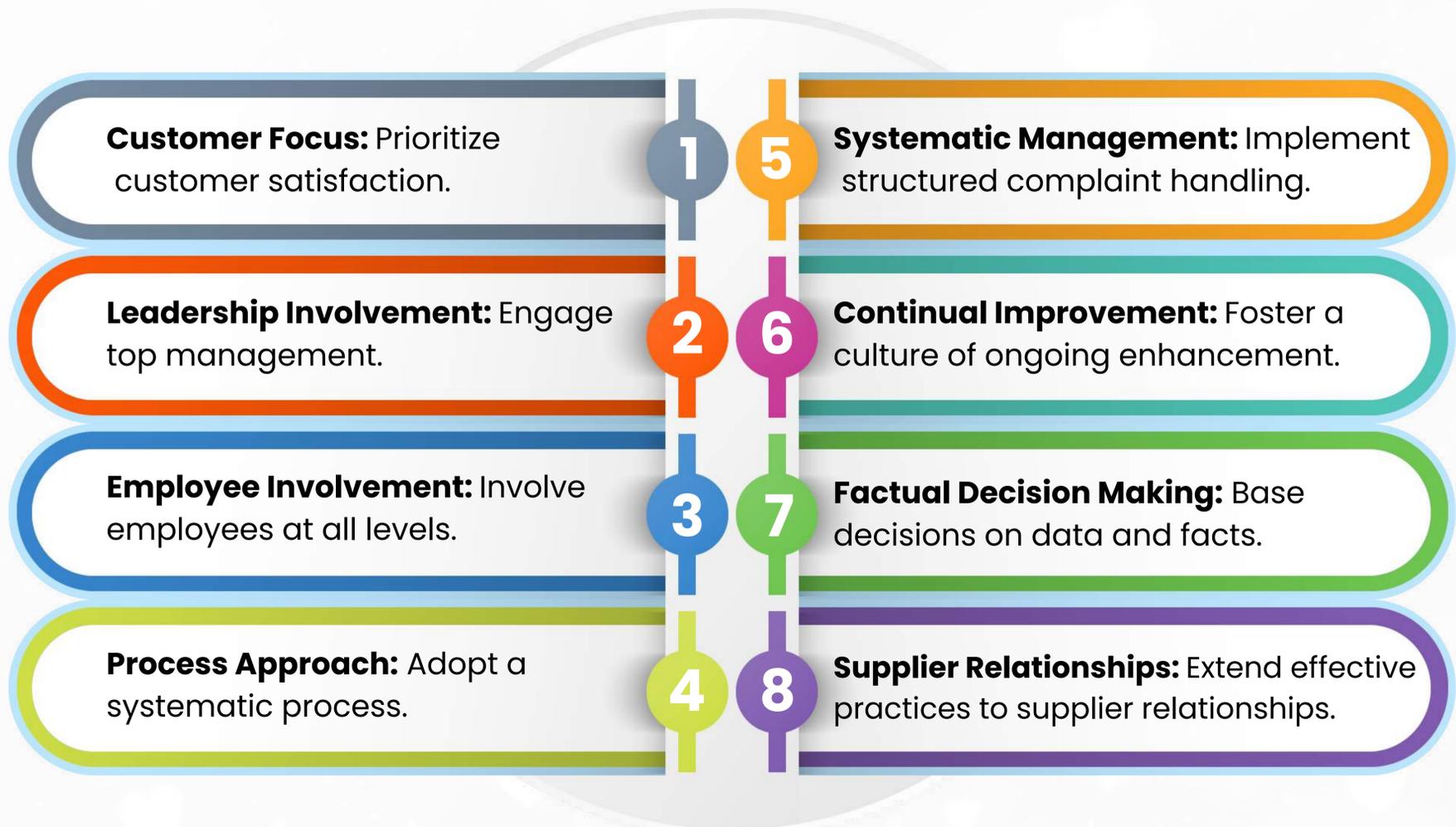


Operational Efficiency

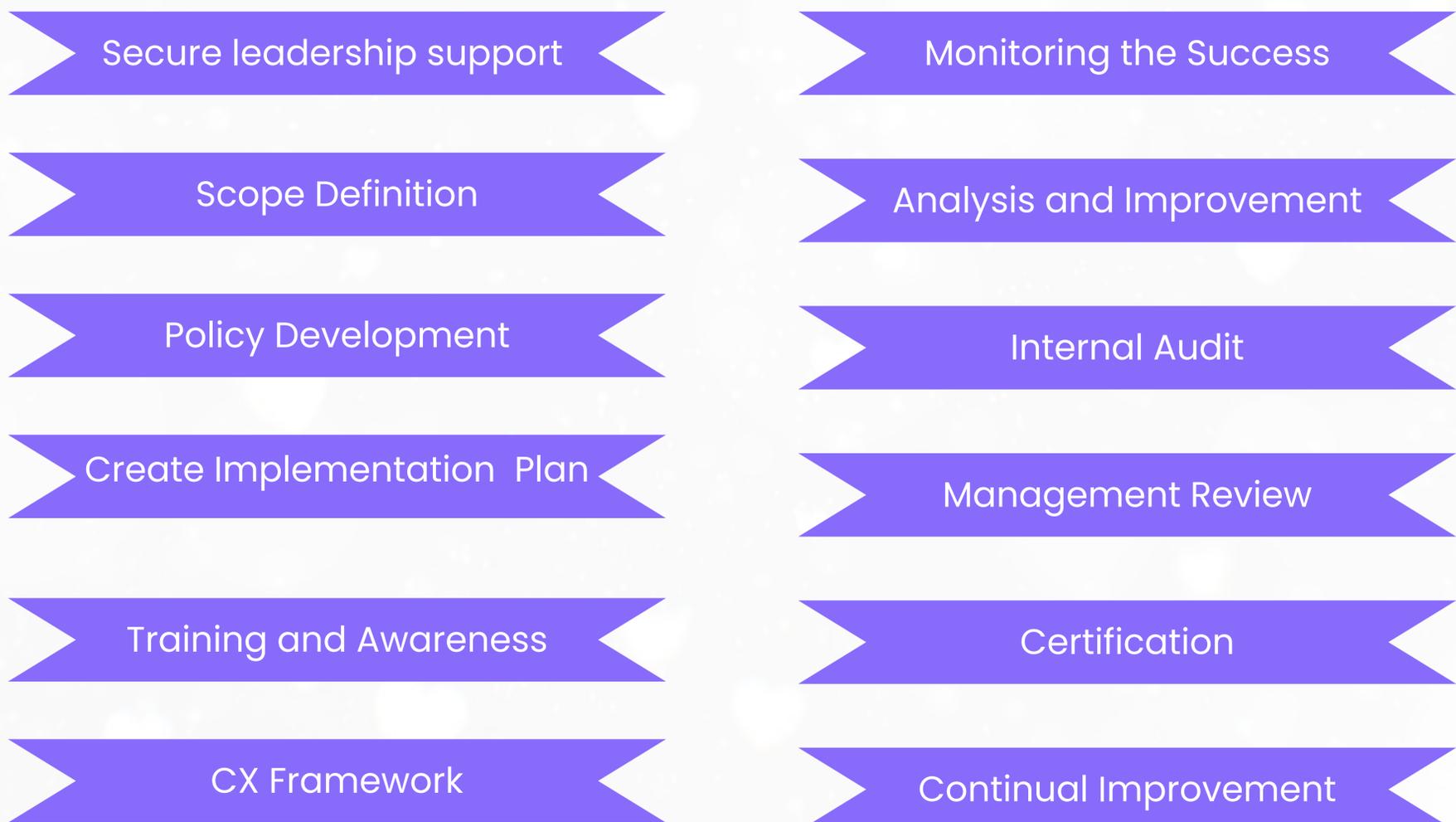


Risk Management

Principles of ISO 10002



ISO 10002:2018 Implementation Process by any Organization



ISO 10002:2018 Certification Process by COAE

Initial Year

Application Submission: Client Organization applies for Certification

Pre – Assessment (Optional): COAE checks preparedness for Certification Audit

Development of Audit Program: COAE Plans for Audit

Stage 1 & Stage 2 Audits: COAE conducts the audits, Client Organization takes Corrective actions – within 90 days, COAE reviews Corrective actions

Initial Certification Decision: Issuance of Certificate on successful closure of all audit concerns

Year 2

1st Surveillance Audit

Year 3

2nd Surveillance Audit

Year 4

Recertification Audit

Our Training Programs

300

Finished Sessions

8000+

Learners Enrolled

30+

Countries covered

100%

Satisfaction Rate

What do clients say about COAE?

Director

Obtaining ISO certification through COAE was a game-changer for our organization. The process was well-structured, and their team's expertise in QMS was evident. It not only enhanced our credibility in the industry but also improved our internal processes. Highly recommended.

Manager IT Department

Working with COAE was a seamless experience. Their team was highly knowledgeable, guiding us through each step with clarity. The certification has opened up new opportunities for our business, and we appreciate the professionalism demonstrated throughout the audits & certification process.

Head of the Department

We chose COAE as our certification partner and it was the right decision. The team's attention to detail and commitment to ensuring our compliance with ISO standards were impressive. The certification has added significant value to our brand and improved our overall quality management.

Some of our clients





Way forward

**Please get in touch with the Experts
at COAE International**



Our presence

