

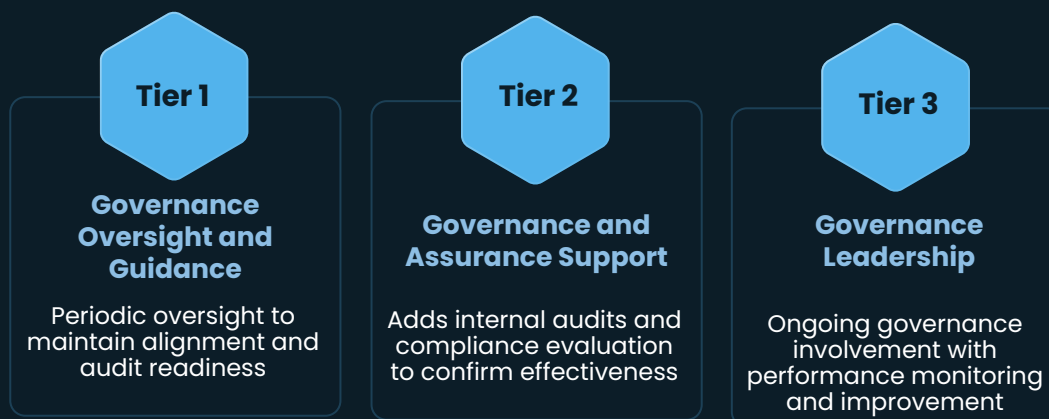
# Outsourced ISO Governance and Assurance Services

Keeping Your Management System Active and Audit-Ready



## A Tiered Approach to Suit Your Needs

Three service tiers allow your organisation to select the level of support that matches internal capability and system maturity:



Each tier builds on the previous, providing a clear progression from oversight to leadership.

### Why Outsource Governance and Assurance?

- Maintain continuous audit readiness
- Reduce risk of nonconformities
- Ensure consistent system performance review
- Access experienced ISO expertise
- Support ongoing system maturity

### Flexible to Your Organisation

Services can be aligned to:

- Your required level of governance and assurance support
- Number and type of ISO standards
- Organisational size, complexity, and maturity
- Existing internal resources

### Structured Annual Governance Cycle

Services are delivered through a tailored annual governance and assurance calendar, providing:

- Scheduled reviews, audits, and system activities
- Defined timing for management review
- Ongoing visibility of system performance

### Key Challenges Addressed

- System inactivity between audits
- Reactive audit preparation
- Limited visibility of risks and performance
- Smooth out governance costs with a consistent monthly investment

# Tier 1 – Outsourced Governance Oversight and Guidance

## What This Service Delivers

Provide foundational oversight to ensure the management system remains active, aligned with business needs, and audit-ready.



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### Primary Driver and Focus

Prevent system drift between certification audits through structured governance oversight and guidance activities.

Includes annual ISO health check audit.



### Best Suited For

Organisations that require periodic system oversight and guidance, but have internal capability to manage day-to-day system assurance activities.



### Level of Consultant Engagement

Periodic, light-touch oversight.



### Typical Cadence

Quarterly touch points with annual strategic and management review guidance, and ISO health check audit.



### Outcome Objective

A management system with active planning, monitoring and review that is prepared for external certification audits.



### Key Service Offerings

- Annual organisational context and needs review
- Half-yearly review of risk profiles and exposures
- Annual review of system objectives
- Annual ISO health check audit
- Annual management review preparation guidance



### Responsibilities Retained by the Client

- Active system ownership
- Implementation of corrective actions
- Maintenance of management system processes and administration
- Conduct internal operational process audits and compliance evaluations
- Conducts the management review



### Exclusions from Scope

Active implementation and administration of management system assurance; monitoring of organisational context, risks and objectives; internal operational process audits.

# Tier 2 – Outsourced Governance and Assurance Support

## What This Service Delivers

Combine governance oversight with structured assurance to confirm the system is operating effectively and remains compliant.



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### Primary Driver and Focus

Provide confidence in system performance through internal audits and compliance evaluation.

Consultant as an outsourced assurance resource to the client's business.



### Best Suited For

Certified organisations or those preparing for certification that require structured audit and compliance support.



### Level of Consultant Engagement

Moderate, with defined governance and assurance activities throughout the year.



### Typical Cadence

Quarterly governance reviews, internal audit planning and implementation, compliance evaluation, and annual ISO system health check audit.



### Outcome Objective

A management system that is actively monitored, tested, and supported with evidence of compliance and effectiveness.



### Key Service Offerings

All Tier 1 services, plus:

- Regular reviews of context, risk profiles and system objectives
- Internal audit program development and delivery, including operational process audits
- Compliance evaluations
- Management review preparation support



### Additional Value Over Tier 1

Introduces formal assurance activities that validate whether the system is working as intended.



### Responsibilities Retained by the Client

- Active system ownership
- Implementation of corrective actions
- Maintenance of management system processes and administration
- Conducts the management review



### Exclusions from Scope

Implementation of actions to address assurance needs and improvements.

# Tier 3 – Outsourced Governance Leadership

## What This Service Delivers

Provide ongoing governance leadership and system stewardship to ensure continuous improvement and alignment with business strategy.



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### Primary Driver and Focus

Embed the management system into business operations through ongoing governance oversight, performance monitoring, and structured improvement.

Consultant as a governance partner to the client's business, providing continual oversight and strategic support for system performance and improvement.



### Best Suited For

Organisations with integrated management systems, and those seeking strong governance support and coordination.



### Level of Consultant Engagement

High, with continuous governance involvement and leadership-level interaction.



### Typical Cadence

Monthly governance meetings, system-wide internal audits, annual compliance evaluation, system maturity review, and management review facilitation.



### Outcome Objective

A management system that is embedded, actively managed, and continuously improving.



### Key Service Offerings

All Tier 2 services, plus:

- Monthly governance meetings
- Quarterly review of context, risk profiles and system objectives
- Quarterly focus on performance and improvement priorities
- Annual system audit and maturity assessment
- Annual management review facilitation



### Additional Value Over Tier 2

Moves from regular assurance to continuous governance oversight and active system coordination.



### Responsibilities Retained by the Client

- Executive ownership of the management system
- Availability and provision of data for evaluating performance metrics
- Maintenance of executive-level system records



### Exclusions from Scope

Executive accountability for management system planning and resourcing; responsibility for business continuity.