

Company Profile





ABOUT US

Global Quality Specialists Company Limited (GLOBAQ) is a fast growing organization emerging as a trusted name in the conformance and compliance industry.

We are dedicated to deliver excellence in quality assurance solutions, helping businesses navigate the complexities of compliance while driving operational efficiency and sustainability, contributing to the realization of Saudi Vision 2030 goals of a diversified and thriving economy.

With a strong commitment to professionalism, accuracy, and customer satisfaction, we empower organizations to achieve their goals and contribute to a sustainable future, aligned with Vision 2030 of Kingdom of Saudi Arabia.





Who We Are

At GLOBAQ, we are a team of passionate and skilled professionals with deep expertise in quality management, compliance, health and safety, and sustainability.

We have established ourselves as a reliable partner for businesses seeking innovative and effective solutions.

Our foundation is built on integrity, innovation, and a customer-centric approach, enabling us to deliver tailored services that meet the unique needs of our clients across diverse sectors, supporting the diversification goals of Vision 2030.





What We Do

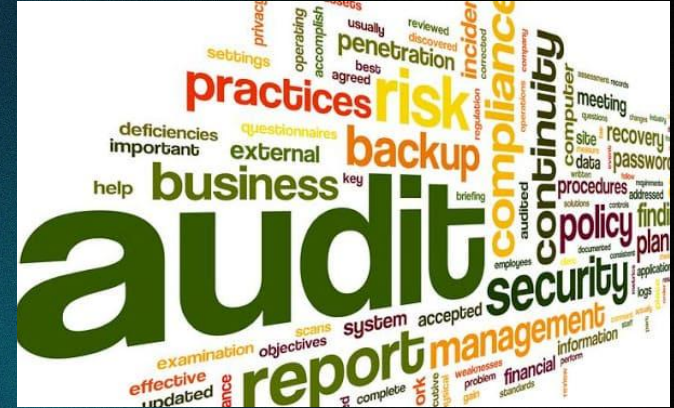
GLOBAQ specializes in providing comprehensive quality assurance solutions designed to simplify compliance processes and enhance organizational performance.

We work closely with our clients to understand their challenges and deliver practical, efficient, and timely solutions that align with international standards and regulations.



Our major services include:

1. **Management System Audits** (Vendor Assessments, Schedule Q - Quality Assessments, Schedule D - Safety Assessments, and Management System Certification Audits)
2. **Trainings** (ISO Trainings, QHSE trainings and other industry specific trainings)
3. **ISO Consultancy**
4. **Audit Assistance** (ISO Internal audits, ISO third-party audits, Pre-Qualification audits)
5. **Laboratory Quality Management System Services** (ISO/IEC 17025 Consultancy, Support for accreditation process)



OUR VISION

To be a global market leader in the conformance and compliance industry, contributing to a sustainable future by delivering innovative and reliable quality assurance solutions. This vision aligns with Saudi Vision 2030's focus on sustainable development and a high quality of life.



OUR MISSION

To provide SET (simple, efficient, and timely) quality assurance solutions, continuously improving our services through professionalism, accuracy, competency, and a relentless focus on customer satisfaction, ensuring sustainable and quality services for consumers.



Our Commitment to Quality

At GLOBAQ, quality is at the heart of everything we do. We are dedicated to adhering to the principles of total quality management, ensuring that our services meet the highest standards of excellence. Our quality policy emphasizes:

- Meeting customer requirements.
- Ensuring compliance with legal, regulatory, and industry standards.
- Fostering continuous improvement in all our processes.
- Empowering our team through training and development.
- Promoting sustainability in our operations and services.



Services

1. Management System Audits

i) Vendor Assessments

Managing supplier relationships is key to sustained success. Supplier audits are a critical and often mandatory part of ISO management standards, ensuring product and service quality.

Our supplier evaluation and assessment services reduce risks and inefficiencies in vendor onboarding and ongoing supplier management.

We help organizations select suppliers based on defined criteria beyond price, and conduct on-site audits for initial selection and ongoing performance evaluation.

1. **Management System Audits**

ii) **Schedule Q - Quality Assessment**

Saudi Aramco mandates quality assessments at key project milestones. Design, procurement, and construction processes are subject to independent audits at both 15% and 60% project completion.

These assessments ensure contractor compliance with project-specific requirements defined in the contract schedules. Our Schedule Q Saudi Aramco assessment services

1. **Management System Audits**

iii) Schedule D - Safety Assessment

Saudi Aramco contractors are required to implement and maintain project-specific safety and environmental management systems, as detailed in Schedule D of their contracts, and comply with other requirements like CSM, CSAR. Independent safety assessments, as specified in Schedule D, are also mandatory.

GLOBAQ Aramco-qualified auditors possess the competence and experience to conduct both quality (Schedule Q) and safety (Schedule D) assessments. Our team has a proven track record of successful project audits throughout Saudi Arabia.

1. Management System Audits

iv) Management System Certification Audits

GLOBAQ offers management system certification services by collaborating and partner with prominent accredited certification bodies utilizing qualified and competent auditors who adhere to a strict Code of Conduct.

Additionally, we are in the process of obtaining our own accreditation to provide management system certifications.

2. Trainings

i) ISO Trainings

- a) ISO Awareness Trainings
- b) ISO Implementation Trainings
- c) Internal Audit Trainings

ii) Other Trainings

2. Trainings

a) ISO Awareness Trainings

Our awareness training courses introduce the International Organization for Standardization (ISO), its structure, and the core principles of ISO Management Systems and related standards.

Led by experienced trainers, these courses provide participants with a solid understanding of the specific management standard upon completion. Few of the standards we offer awareness training for are:

ISO 9001:2015	ISO 22000:2018	ISO 59004:2024
ISO 14001:2015	ISO 55001:2014	ISO 59010:2024
ISO 45001:2018	ISO 31000:2018	ISO 59020:202

2. Trainings

b) ISO Implementation Trainings

Knowing the requirements of an ISO standard is only the first step; successful implementation requires practical application.

GLOBAQ implementation training provides the hands-on experience and guidance necessary to effectively integrate the standard into your operations. We offer comprehensive ISO training, from awareness to implementation for the following standards:

ISO 9001:2015	ISO 22000:2018	ISO 59004:2024
ISO 14001:2015	ISO 55001:2014	ISO 59010:2024
ISO 45001:2018	ISO 31000:2018	ISO 59020:202

2. Trainings

c) Internal Audit Trainings

Internal audits are critical for the maintenance and continual improvement of management systems. Competent auditors are essential for effective internal audits, which, in turn, contribute to successful external audits.

GLOBAQ provides two-day internal auditor training programs for various management systems. Our training focuses on standard requirements and auditing skills based on ISO 19011:2018 Guidelines for Auditing Management Systems, using case studies and tutorials to develop competent internal auditors. Currently, we offer internal audit training for the following standards:

ISO 9001:2015	ISO 22000:2018	ISO 59004:2024
ISO 14001:2015	ISO 55001:2014	ISO 59010:2024
ISO 45001:2018	ISO 31000:2018	ISO 59020:202

2. Trainings

ii) Other Trainings

Beyond ISO standards, GLOBAQ offers a diverse portfolio of training programs designed to enhance organizational performance and sustainability across a range of disciplines. These include, but not limited to:

Six Sigma/Lean Six Sigma Training	Environmental, Social and Governance (ESG) training	Root cause analysis training	Risk assessment training
Saudi Aramco Construction Safety Manual (CSM) Awareness Training	UN Sustainable Development Goals (SDGs) Awareness Training	Saudi Aramco Schedule Q Awareness Training	Hazard Identification, Risk Assessment and Control (HIRAC) Training
Circular Economy Awareness Training	Circular Economy Awareness Training	Saudi Aramco Schedule D Awareness Training	Hazard Analysis & Critical Control Points (HACCP) Awareness Training

3. ISO Consultancy

A well-implemented ISO management system enhances credibility, improves operational efficiency, and strengthens stakeholder trust.

We help you develop, implement, and maintain effective management systems, whether you're seeking certification in quality, environment, health and safety, or other areas.

We tailor our approach to your specific needs and industry. Our experienced consultants guide you through every step of the process, from initial assessment to certification. Contact us for a free assessment and discover how we can help you achieve your business goals.

3. ISO Consultancy

Few of the standards we offer consultancy services for are enlisted below:

ISO/IEC 17025:2017	ISO 9001:2015	ISO 55001:2014	ISO 59004:2024
ISO/IEC 17020:2012	ISO 14001:2015	ISO 31000:2018	ISO 59010:2024
ISO 22000:2018	ISO 45001:2018	ISO 19011:2018	ISO 59020:202

4. Audit Assistance

i) ISO Internal Audits

GLOBAQ encourages clients to develop their own internal audit capabilities. While we support this goal through training and mentoring, we also offer internal audit services, providing expert auditors to assess your system.

Our approach involves collaborative audits, where our experts work alongside your team, providing on-the-job training in audit techniques. This hands-on experience empowers your internal auditors to confidently conduct audits independently in the future.

We provide assistance programs for various management systems, including Quality, Environment, Occupational Health and Safety, Food Safety, Laboratory Quality Management System, Integrated Management Systems, etc.

4. Audit Assistance

ii) ISO third party audits

Successfully navigating third-party audits, certification audits, etc. can be challenging. While internal audits are often mandated to prepare organizations, ensuring true readiness requires expert insight.

GLOBAQ consultancy services in Saudi Arabia specialize in preparing companies for ISO certification audits. Our experts, experienced in conducting third-party audits themselves, understand the critical areas that require attention.

We conduct thorough gap analyses and pre-assessment audits to identify weaknesses and "grey areas" within your management system.

4. Audit Assistance

ii) ISO third party audits

We then guide you through the necessary corrective actions, ensuring a smooth external assessment and driving continual improvement. Because effective auditing requires specialized skills and knowledge of the standards, GLOBAQ expertise is invaluable.

Our pre-assessment services accurately gauge your readiness for certification, and we provide ongoing support even after the external audit to help you address any remaining gaps.

We provide assistance programs for various management systems, including Quality, Environment, Occupational Health and Safety, Food Safety, Laboratory Quality Management System, Integrated Management Systems, etc.

5. Laboratory Quality Management System Services

i) Consultancy

ISO/IEC 17025:2017 is the globally recognized standard for testing and calibration laboratories.

The certification is very important for laboratories as well as industries or organizations that produce testing and calibration results such as health, electronics, construction and engineering.

Since the certified laboratories are enlisted in the Directory of Accredited Laboratories, clients can easily identify the laboratories accredited.

As a result, the number of clients increases rapidly generating more and more revenues.

5. Laboratory Quality Management System Services

i) Consultancy

GLOBAQ consultancy services help laboratories achieve accreditation, through an accreditation body.

We tailor a 17025-compliant system to your existing practices, identifying and resolving non-conformities. Our pre-assessment audit ensures your readiness for the accreditation body's evaluation.

We provide comprehensive support throughout the entire process, from initial assessment and system implementation to finally applying for accreditation on your behalf. We then assist you in closing any accreditation audit findings and help you achieve accreditation.

5. Laboratory Quality Management System Services

i) Consultancy

The consultancy project major consists of following phases:

- Gap Analysis
- Project Plan development
- Staff Training
- Management System development
- Training of internal auditors
- System implementation
- Internal audit cycles
- Management review meeting
- Final confirmation from Lead Consultant to proceed for accreditation
- Support for accreditation process

5. Laboratory Quality Management System Services

ii) Training

GLOBAQ offers Laboratory QMS specific training courses which include:

- a. ISO/IEC 17025:2017 Awareness Training
- b. ISO/IEC 17025:2017 Internal Auditor Training
- c. Measurement Uncertainty Training
- d. Proficiency Testing Training
- e. Risk Assessment Training
- f. Root Cause Analysis Training

5. Laboratory Quality Management System Services

ii) Training

a. ISO/IEC 17025:2017 Awareness Training

This awareness training course introduce the International Organization for Standardization (ISO), its structure, and the core principles of ISO Management Systems and ISO/IEC 17025:2017 standard. Led by experienced trainers, these courses provide participants with a solid understanding of the standard upon completion.

5. Laboratory Quality Management System Services

ii) Training

b. ISO/IEC 17025:2017 Internal Auditor training

Internal audits are critical for the maintenance and continual improvement of ISO/IEC 17025:2017 management system. Competent auditors are essential for effective internal audits, which, in turn, contribute to successful external audits.

GLOBAQ provides two-day internal auditor training program for ISO/IEC 17025:2017. Our training focuses on standard requirements and auditing skills based on ISO 19011:2018 Guidelines for Auditing Management Systems, using case studies and tutorials to develop competent internal auditors

5. Laboratory Quality Management System Services

ii) Training

c. Measurement Uncertainty Training

Estimating measurement uncertainty is a critical technical requirement for laboratories seeking accreditation under ISO/IEC 17025:2017. It plays a vital role in ensuring the quality and reliability of measurement results, providing confidence to both the laboratory and its clients.

This course is specifically designed for laboratory personnel directly involved in implementing measurement uncertainty analysis methods and procedures to achieve and maintain compliance with ISO/IEC 17025:2017

5. Laboratory Quality Management System Services

ii) Training

c. Measurement Uncertainty Training

Participants will gain a deep understanding of the detailed steps involved in uncertainty estimation. To solidify their understanding and build practical skills, participants will engage in case studies and practical exercises.

Through this comprehensive training, participants will gain the confidence and competence to estimate measurement uncertainty effectively, ensuring their laboratory's compliance with ISO/IEC 17025:2017 and contributing to the production of high-quality, reliable measurement results.

5. Laboratory Quality Management System Services

ii) Training

d. Proficiency Testing Training

Proficiency testing (PT) is a cornerstone of ISO/IEC 17025, providing crucial evidence of a laboratory's technical competence by validating the results.

This training program delves into the essential aspects of PT, from understanding its purpose and benefits to effectively participating in programs and interpreting results.

5. Laboratory Quality Management System Services

ii) Training

d. Proficiency Testing Training

Participants will learn how to leverage PT to demonstrate their capabilities, identify areas for improvement, and meet the rigorous requirements of 17025.

This comprehensive course covers:

- What PT is and how it differs from and complements other results validation methods.
- Why PT is important and required by ISO/IEC 17025.
- How to develop a PT program tailored to a laboratory's scope.
- Criteria for selecting appropriate PT providers.

5. Laboratory Quality Management System Services

ii) Training

d. Proficiency Testing Training

- A step-by-step guide to participating in PT programs.
- How to read and interpret the final PT report.
- How to analyze the PT report and adjust the PT program accordingly.
- How to perform corrective actions, if required, based on PT results.
- How to maintain the ongoing PT program effectively.

By completing this training, participants will gain the knowledge and skills necessary to effectively manage and utilize proficiency testing, ensuring their laboratory's compliance with ISO/IEC 17025 and contributing to the production of reliable and trustworthy results.

5. Laboratory Quality Management System Services

ii) Training

e. Risk Assessment Training

ISO/IEC 17025:2017 emphasizes a risk-based approach to laboratory management. This training equips participants with the skills to proactively identify, assess, and mitigate risks to the validity of testing and calibration activities, ensuring compliance and enhancing laboratory performance.

Learn how to implement a robust risk management process within your ISO/IEC 17025:2017 quality management system.

5. Laboratory Quality Management System Services

ii) Training

f. Root Cause Analysis Training

This course provides a thorough understanding of Root Cause Analysis (RCA) and its importance in driving improvement.

It will enable you to perform RCA competently, which is especially helpful when implementing certain requirements. A key component of RCA is identifying and implementing effective corrective actions to prevent recurrence, leading to greater efficiency and reduced risk.

5. Laboratory Quality Management System Services

ii) Training

f. Root Cause Analysis Training

After completing this course, you will be able to:
Define root cause analysis; understand the difference between symptoms and root causes; understand the role and importance of RCA; explore common RCA methods; perform and document an RCA effectively; and develop and implement appropriate corrective actions.

5. Laboratory Quality Management System Services

iii) Implementation support

Knowing the requirements of an ISO standard is only the first step; successful implementation requires practical application. GLOBAQ implementation training provides the hands-on experience and guidance necessary to effectively integrate the standard into your operations.

We offer comprehensive support and training for ISO/IEC 17025:2-17 from awareness to implementation, ensuring that your management system implementation is achieved and well maintained

5. Laboratory Quality Management System Services

iv) 3rd party Internal audit

GLOBAQ offers third-party internal audit services to help your laboratory prepare for accreditation body assessments and maximize the value of your ISO/IEC 17025 management system.

We ensure your system is fully compliant with ISO/IEC 17025 requirements, minimizing the risk of nonconformities, and our expert perspective helps you identify areas for continuous improvement and ensure ongoing compliance.

5. Laboratory Quality Management System Services

v) Support for internal audit

GLOBAQ encourages clients to develop their own internal audit capabilities. While we support this goal through training and mentoring, we also offer internal audit services, providing expert auditors to assess your system.

Our approach involves collaborative audits, where our experts work alongside your team, providing on-the-job training in audit techniques. This hands-on experience empowers your internal auditors to confidently conduct audits independently in the future.

5. Laboratory Quality Management System Services

v) Support for accreditation process

GLOBAQ provides comprehensive accreditation assistance and support, coordinating directly with the accreditation body throughout the entire process.

This includes arranging assessment audits, managing the closure of any nonconformities identified by the accreditation body, and handling all communication regarding scheduling on-site external and surveillance assessment visits.

We work closely with laboratory management to finalize visit dates with the assessors and other relevant details.

5. Laboratory Quality Management System Services

v) Support for accreditation process

Our support extends to witnessing testing activities included in the assessment agenda, resolving any offsite queries from the accreditation body concerning the agenda or document adequacy, and evaluating the overall implementation status of the management system.

GLOBAQ ensures the laboratory is fully prepared for the final accreditation audit, maximizing the likelihood of a successful outcome.