

[Home/About us](#)

Introduction

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 services support the growth and development of various sectors, a key objective of Vision 2030.

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 and exceeding 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.

By upholding these commitments, we aim to build long-term relationships with our customers, stakeholders, and the community, contributing to a sustainable and quality-focused future while ensuring mutual growth and success, in line with the overarching goals of Saudi Vision 2030.

1. Management System Audits
 - Second Party Audits
 - Vendor Assessment
 - Schedule Q - Quality Assessment
 - Schedule D - Safety Assessment
 - Management System Certification Audits
2. Trainings
 - ISO Trainings
 - Other Trainings
3. ISO Consultancy
4. Audit Assistance
 - ISO Internal audits
 - ISO third-party audits
 - Pre-Qualification audits
5. Laboratory Quality Management System Services
 - Consultancy
 - Support for accreditation process

Services:

1. Management System Audits

a. Second Party Audits

i. Vendor Assessment

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 provide comprehensive assessments of supplier management systems, capabilities, capacity, competency, and compliance, enabling faster approvals, a better understanding of supplier needs, and effective risk mitigation. We help organizations select suppliers based on defined criteria beyond price, and conduct on-site audits for initial selection and ongoing performance evaluation.

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

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 third-party 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.

b. Management System Certification Audits

i. Coming soon

2. Trainings

a. ISO Trainings

i. ISO Implementation Training

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:

1. ISO/IEC 17025:2017
2. ISO/IEC 17020:2012
3. ISO 9001:2015
4. ISO 14001:2015
5. ISO 45001:2018
6. ISO 22000:2018
7. ISO 55001:2014
8. ISO 31000:2018
9. ISO 59004:2024
10. ISO 59010:2024
11. ISO 59020:2024

ii. ISO Awareness Training

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. We offer awareness training for the following standards:

1. ISO/IEC 17025:2017
2. ISO/IEC 17020:2012
3. ISO 9001:2015
4. ISO 14001:2015
5. ISO 45001:2018
6. ISO 22000:2018
7. ISO 55001:2014

8. ISO 31000:2018
9. ISO 59004:2024
10. ISO 59010:2024
11. ISO 59020:2024

iii. Internal Audit Training

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, including Quality, Environment, Occupational Health and Safety, Food Safety, Laboratory Quality Management System, Integrated Management Systems, etc. Our training focuses on standard requirements and auditing skills, using case studies and tutorials to develop competent internal auditors. Currently, we offer internal audit training for the following standards:

1. ISO/IEC 17025:2017
2. ISO/IEC 17020:2012
3. ISO 9001:2015
4. ISO 14001:2015
5. ISO 45001:2018
6. ISO 22000:2018

b. Other Trainings

- i. Six Sigma Training
- ii. Lean Six Sigma Training
- iii. 5S training
- iv. Environmental, Social and Governance (ESG) training
- v. UN Sustainable Development Goals (SDGs) Awareness Training
- vi. Circular Economy Awareness Training
- vii. Risk assessment training

Effective risk management is essential for any successful organization. Proactively identifying and mitigating potential risks is crucial for ensuring operational continuity, protecting valuable assets, and achieving strategic objectives. This training program provides a practical framework for understanding and implementing a robust risk management process.

Participants will learn how to conduct comprehensive risk assessments, including identifying potential threats, evaluating their likelihood and impact, and developing effective mitigation strategies. The training covers various risk assessment methodologies and tools, enabling participants to tailor their approach to their specific organizational context and needs.

viii. 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.

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.

By mastering RCA, you can improve problem-solving skills, reduce recurring issues, enhance process efficiency, and minimize operational disruptions. Learners will need to demonstrate acceptable performance in all these areas.

- ix. Hazard Analysis & Critical Control Points (HACCP) Awareness Training
- x. Hazard Identification, Risk Assessment and Control (HIRAC) Training
- xi. Saudi Aramco Schedule Q Awareness Training
- xii. Saudi Aramco Schedule D Awareness Training
- xiii. Saudi Aramco Construction Safety Manual (CSM) Awareness Training
- xiv. Saudi Aramco Contractor Safety Administrative Requirements (CSAR) Awareness Training
- xv. Saudi Aramco Work Site Safety Manual (WSSM) 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. Few of the standards we offer consultancy services for are enlisted below:

- a. ISO/IEC 17025:2017
- b. ISO/IEC 17020:2012
- c. ISO 9001:2015
- d. ISO 14001:2015
- e. ISO 45001:2018
- f. ISO 22000:2018
- g. ISO 55001:2014
- h. ISO 31000:2018
- i. ISO 59004:2024
- j. ISO 59010:2024
- k. ISO 59020:2024

4. Audit Assistance

a. 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.

b. 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. 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. Contact us today to learn more about preparing for your ISO third-party audit in Saudi Arabia.

5. Laboratory Quality Management System Services

a. 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.

There is a good reason why most clients are able to trust the services provided by a calibration laboratory with this accreditation. One hand, they have highly qualified employees; on the other hand, they possess the latest equipment and advanced technical assistance. Since the certified laboratories are enlisted in the Directory of Accredited Laboratories, clients can easily identify the laboratories accredited. Resultantly, the number of clients increases rapidly generating more and more revenues.

Laboratories use ISO/IEC 17025 to implement a quality system aimed at improving their ability to consistently produce valid results. It is also the basis for accreditation from an accreditation body. Since the standard is about competence, accreditation is simply formal recognition of a demonstration of that competence.

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.

b. Training

GLOBAQ offers Laboratory QMS specific training courses which include:

- ISO/IEC 17025:2017 Awareness Training
- ISO/IEC 17025:2017 Internal Auditor Training
- Measurement Uncertainty Training
- Proficiency Testing Training
- Risk Assessment Training
- Root Cause Analysis Training

i. 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.

ii. 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

iii. **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. Participants will gain a deep understanding of the detailed steps involved in uncertainty estimation, learn accepted best practices, and explore the various types of uncertainties that laboratories must consider to produce valid and defensible results.

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.

iv. 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. Participants will learn how to leverage PT to demonstrate their capabilities, identify areas for improvement, and meet the rigorous requirements of ISO/IEC 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.
- 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.

v. 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.

vi. 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.

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.

By mastering RCA, you can improve problem-solving skills, reduce recurring issues, enhance process efficiency, and minimize operational disruptions. Learners will need to demonstrate acceptable performance in all these areas.

c. 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.

d. 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.

e. 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.

f. 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.

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.

Contact Us

Brochure

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1. Management System Audits

2. Trainings
3. ISO Consultancy
4. Audit Assistance
5. Laboratory Quality Management System Services

Our Services:

We offer a comprehensive range of quality assurance solutions, including:

- **Auditing:** Management System Audits, Second Party Audits, Vendor Assessment, Schedule Q - Quality Assessment, Schedule D - Safety Assessment, Management System Certification Audit, ISO Internal Audits, ISO Third Party Audits, Audit Assistance.
- **Training:** A wide range of ISO Trainings (including Implementation and Awareness), Circular Economy Standards (59004, 59010, 59020), Internal Audit Training, Six Sigma Training, Lean Six Sigma Training, 5S Training, ESG Training, UN SDGs Awareness Training, Circular Economy Awareness Training, Risk Assessment Training (31000), Root Cause Analysis Training, HACCP Awareness Training, HIRAC Training, Saudi Aramco Specific Training (Schedule Q, Schedule D, CSM, CSAR, WSSM), ISO/IEC 17025:2017 training (Awareness, Internal Auditor, Measurement Uncertainty, Proficiency Testing).
- **Consultancy:** ISO Consultancy (9001, 14001, 45001, 22000, 55001, 17025, 17020, 31000, 59004, 59010, 59020), Implementation Support, 3rd Party Internal Audit, Support for Internal Audit, Support for Accreditation Process, Laboratory Quality Management System Services (Consultancy and Training).