



# FINAL REPORT ON ISO CERTIFICATION

Ducore Stealth BV, Pascallaan 15 8218NJ Lelystad,  
Netherlands, KvK 39098934

Audited by NORFINNA  
the Finnish ISO certification organisation

To whom it may concern

## **Final Report on ISO Certification of Ducore Stealth BV**

Dear Management,

We are pleased to present the final report detailing the successful ISO certification of: Ducore Stealth BV, Pascallaan 15 8218NJ Lelystad, Netherlands, KvK 39098934.

This report highlights the organization's commitment to excellence and compliance in Environmental Management. The certification process was conducted by Norfinna Oy, and this report provides an overview of the key aspects of the certification journey.

Ducore Stealth BV has achieved certification in four key ISO standards:

- ISO 9001:2015 for Quality Management

### **For the scope:**

We want to server the world with our data wipe solutions.

During the audit, we found that Ducore Stealth BV has implemented an effective and well-established integrated management system that meets the requirements of the mentioned standards. We would like to highlight the following positive aspects:

1. **Management Commitment:** The management of Ducore Stealth BV has developed a clear vision for environmental protection. The management demonstrates commitment to continuous improvement and ensures that the management systems are integrated into the company's strategy.
2. **Effective Process Design:** Ducore Stealth BV has well-defined and documented processes that enable the effective implementation of organizational goals. The processes are consistent, well-structured, and continuously monitored and improved.
3. **Resource Management:** The company provides adequate resources to meet the requirements of the standards, including qualified personnel, training, infrastructure, and financial means. Employees possess the necessary knowledge and skills to perform their tasks in alignment with the management systems.
4. **Risk Management:** Ducore Stealth BV has established an effective risk management system. Risks and opportunities related to quality in processes are systematically identified, evaluated, and appropriate measures for risk mitigation and opportunity utilization are planned and implemented.
5. **Continuous Improvement:** The organization demonstrates a strong focus on continuous improvement. Improvement suggestions are collected, evaluated, and implemented to continuously enhance the effectiveness and efficiency of processes, procedures, and policies.

**Conformance and Findings:**

Throughout the audit process, Ducore Stealth BV demonstrated a commitment to conformance with the ISO standard requirement. The audit identified minor non-conformities and observations, which were promptly addressed by the organization's dedicated team.

Therefore, we recommend that Ducore Stealth BV receives the certifications for the mentioned standard. The implemented management systems by Ducore Stealth BV largely fulfill the requirements of the standards and ensure that environmental protection is maintained at a high level.

**Benefits and Future Plans:**

Ducore Stealth BV anticipates benefits from obtaining ISO certifications, including improved operational efficiency, enhanced customer satisfaction, and strengthened market reputation. The organization is committed to maintaining and enhancing these certifications through regular surveillance audits and future recertification processes.

**Acknowledgments:**

We extend our appreciation to the entire team at Ducore Stealth BV for their dedication and hard work throughout the certification process. Their commitment to excellence has been the driving force behind this achievement.

Certification Numbers:

- ISO 9001:2015 - Certification Number: 157876

In conclusion, the successful ISO certification of Ducore Stealth BV, reflects the organization's unwavering commitment to Quality Management. This achievement signifies a significant milestone in Ducore Stealth BV journey toward continuous improvement and excellence.

Congratulations to Ducore Stealth BV on this achievement, and we are available at any time to support you in further developing and improving your management systems.

Best regards,

Ariel Figueras  
NORFINNA  
Finnish ISO Certification Organization

Katajaranta, July 22, 2024

*Appendix:*

- 1. Additions to the Final Report on ISO Certification of Ducore Stealth BV*
- 2. Integrated Management System (IMS) of Ducore Stealth BV*
- 3. Certificate No **157876**: ISO 9001:2015 Quality Management System*

## **Additions to the Final Report on ISO Certification of Ducore Stealth BV**

During the comprehensive review and evaluation as part of the ISO certification process according to the ISO 9001:2015 standard for Ducore Stealth BV, various documents were created. These documents are part of the certification process and have been reviewed by NORFINNA.

### **Quality Management (ISO 9001:2015)**

The scope of ISO 9001 certification for Ducore Stealth BV encompasses all stages of the IT Asset disposal process, from pickup of the hardware up to the settlement, audit, and payment. The handling of disposed assets includes processes related to customer order, non-disclosure agreement, security transport, goods receipt, data erasure, equipment neutralization, equipment audit, hardware tender and sale, audit document preparation for billing and final invoicing.

Following documents were issued in the process:

- **Quality Management Manual:** A documented system that describes the quality management processes, responsibilities, and procedures.
- **Procedure Instructions:** Documents that define the specific procedures and processes for various areas of quality management.
- **Work Instructions:** Detailed instructions for performing specific tasks related to quality management.
- **Quality Objectives and Performance Indicators:** Defined goals and metrics for measuring and monitoring the quality of products and services.

## Integrated Management System (IMS)

Ducore Stealth BV utilizes the Microsoft 365 Suite, particularly SharePoint, for the development of its integrated management system (IMS). SharePoint is a web-based Microsoft platform that supports collaboration, document management, and process automation for Ducore Stealth BV. It offers various features that are useful for implementing the integrated management system (IMS), such as creating document libraries for managing quality documents, establishing workflows for document and process approvals, tracking tasks and action items, sharing information, and facilitating collaboration in teams.

Additionally, Ducore Stealth BV also uses other tools such as Microsoft Teams, Power Automate/Flow, and Power BI to support the implementation of the IMS. Microsoft Teams enables communication and collaboration within teams, Power Automate/Flow is used for process automation, and Power BI allows for data analysis and visualization.

The use of Microsoft SharePoint offers several advantages for Ducore Stealth BV in maintaining the IMS:

1. **Document Management:** SharePoint allows Ducore Stealth BV to create document libraries where documents can be centrally stored and organized. Employees have easy access to the latest versions of documents, and changes can be tracked.
2. **Process Automation:** SharePoint enables the creation of workflows to automate approval processes and other recurring tasks within the IMS. This improves efficiency, reduces errors, and ensures compliance with process steps.
3. **Collaboration and Communication:** SharePoint provides features for team collaboration, allowing Ducore Stealth BV employees to work together on documents, exchange information, and engage in discussions. This promotes collaboration and enhances communication within the IMS.
4. **Versioning and Traceability:** SharePoint enables document versioning, allowing changes to be tracked and previous versions to be restored. This is important for maintaining control over document history and ensuring that only approved versions are used.
5. **Search and Indexing Capabilities:** SharePoint offers powerful search and indexing features to locate quality documents quickly and efficiently. Employees can search for specific keywords, metadata, or content to find relevant information.
6. **Security and Access Control:** SharePoint provides comprehensive security features to control access to IMS documents. Permissions can be set at an individual or group level, ensuring that only authorized individuals can access sensitive information.

These benefits facilitate the management of the IMS for Ducore Stealth BV, improving efficiency, collaboration, and compliance with ISO standards.

## **Norm requirements integrated into processes**

Through the ongoing process of digitalization, Ducore Stealth BV has taken advantage of the opportunities to systematically integrate the diverse requirements of the ISO standards into its work processes. Instead of isolated quality management systems that were often implemented as separate solutions in the past, Ducore Stealth BV has seamlessly integrated the ISO standards into its work processes. This enables the full potential of existing synergies within Ducore Stealth BV to be efficiently and effectively utilized.

**Process Mapping in SharePoint:** All-important Ducore Stealth BV business processes and associated documents are integrated and mapped in SharePoint. On the Ducore Stealth BV's QM homepage, all processes are displayed, and navigation can be done to individual processes.

At Ducore Stealth BV, the processes are grouped into management processes, business processes, and support processes. For each process, all relevant information is captured and immediately visible: process name, process objectives, process number, process owner, associated documents, categorizations and groupings, visualized process flowchart (optional), and version with date.

**Communication with Microsoft Outlook and Teams:** At Ducore Stealth BV, productive work is conducted both within internal teams and with external partners through Microsoft Outlook and Microsoft Teams. The collaboration hub of Microsoft 365 serves as a central place where all activities converge. Ducore Stealth BV project teams have access to digital workspaces specifically designed for collaboration. Various features such as chats, telephony, video conferences, file storage, and collaborative document editing enable efficient and direct collaboration.

**Integrated Management System (IMS):** At Ducore Stealth BV, not only processes and policy documents are integrated into respective work environments, but all supporting documents can also be found there.

Ducore Stealth BV has a secure and efficient document management system throughout the entire lifecycle. This includes version control and adaptable approval workflows. Permissions are set to determine who can read, create, or edit the documents.

**Project Feedback with Microsoft Forms:** Ducore Stealth BV utilizes Microsoft Forms to gather project feedback. After creating the questionnaire, external contacts are invited via email with a link to the survey. The questionnaire can be filled out using any web browser or mobile device.

The feedback is consolidated and evaluated in a central cockpit. The results can be exported to Excel spreadsheets for further analysis.

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Katajaranta, July 22, 2024