



Add value.
Inspire trust.

Audit Services

Improve performance with
customised process audits

Your challenges

In our highly competitive global economy, optimised performance is key to success. The performance of a business can be measured by a range of metrics, such as sales and profitability, product quality or customer satisfaction. All these aspects are strongly influenced by the company's multiple interconnected processes and procedures, and in many cases, a company's performance even depends on individual systems of suppliers and partners. As such, effective process optimisation can have a major impact on your bottom line. However, the impact and interaction of individual processes are often obscured by the complexity of the process landscape. How can your business gain process knowledge that allows for the implementation of high-impact measures?

What are audit services?

To accurately identify potential areas for business improvement, an in-depth insight of the organisation and its value chain is required. A number of methodologies

and tools can be used to gain a better understanding of how the corporate systems effects an organisation's performance. These can be applied both in your organisation (first-party auditing) and throughout your entire supply chain (second-party auditing). Furthermore, analysis of indicators such as customer satisfaction or service quality can be conducted.

How can we help you?

The TÜV SÜD audit service portfolio provides a set of customized analysis and audit modules which can be combined to meet your organisation's very specific situation and business requirements. By delivering a comprehensive understanding of the processes and systems across the value chain, including vital downstream (supplier) and upstream (customer) aspects, we can empower you to take well-informed decisions. Based on the audit findings, you can be assured that you have identified high-impact measures which will have a significant influence over business success. To help

ensure that your organisation continues to achieve its goals, we can also track performance and use forecast methodologies to predict results and identify necessary corrective actions.

The following service elements can be tailored and combined to meet the specific needs of each individual customer:

AUDITING
Internal audits / 1st party
Supplier audits / 2nd party
Process audits / VDA 6.3 & others
Manufacturer audits
Focus audits
CUSTOMISED ASSESSMENT METHODS
Development of company-specific assessment criteria
Assessment based on company specific criteria
SUPPORT SERVICES AND SOLUTIONS
Gap Analysis
Employee surveys
Customer Surveys
Mystery Surveys

Please note that we cannot provide Audit Services to companies that hold a valid accredited management system certification under TÜV SÜD. However, we will be happy to work with you to identify opportunities for collaboration.

Your business benefits

- **Maximise efficiency and quality** – gain a valuable insight into how processes influence your organisation’s performance, enabling informed and high-impact decision-making.
- **Prevent delays and disruptions** – facilitate supply chain transparency to ensure that your suppliers conform to contractual requirements and support your organisational goals.

- **Enhance employee motivation** – ensure that you have a deep understanding of your most precious resource, ensuring that employees feel valued and have opportunities for personal development.
- **Improve customer satisfaction** – assess every aspect of the customer-experience to identify potential areas for improvement.

Why choose TÜV SÜD?

TÜV SÜD’s decades of experience in the field of auditing, delivers a unique blend of expertise which will help you to optimise your organisation’s performance. Our experts have decades of practical experience in fields such as continuous improvement process (CIP), optimisation and customer focus. When assessing your organisation’s performance, our audit process goes beyond the theoretical by taking a practical approach that delivers a detailed perspective. Our international network of technical experts always focus on your particular needs, ensuring that the TÜV SÜD person with the most appropriate industry and specialist knowledge is there to help you through the audit process. By outsourcing your internal audit measures, you will benefit from the impartiality and objectivity of our auditors.

Add value. Inspire trust.

TÜV SÜD is a trusted partner of choice for safety, security and sustainability solutions. It specialises in testing, certification and auditing services. Through 24,000 employees across 1,000 locations, the company adds tangible value to customers and partners by enabling market access and managing risks. By anticipating technological developments and facilitating change, TÜV SÜD inspires trust in the physical and digital world to create a safer and more sustainable future.

Related services

- TÜV SÜD provides the following related services:
- Smart Industry Readiness Index (SIRI)