



MAK International for Training and Certification

Company profile

Improving performance, reducing risk

MAK Address: Ramallah – Irsal street – Bazzar bldg. – 5th floor – office 3

A. History & inception – The Unique and competitive added value

MAK international started its operation in 1998 when the partnership was agreed with Lloyds Register Quality Assurance after detecting a need in the country for having a Palestinian Accredited staff to offer audits and certification for Palestinian companies against international standards to help them compete in the international market.

MAK International started offering its services to clients after considerable investments in its human resources by qualifying a team of accredited lead auditors and trainers in the field of Quality, food safety, health care, Environment, Occupational Health and Safety, Social accountability, Energy, Medical education ...etc.

As of 2014, MAK International enjoys an outstanding client base of more than 145 Palestinian clients of which 65 clients have ongoing agreements for the ISO management certification services.

MAK International enjoys long partnership with all clients for more than 20 years now where our experts and assessors are supporting them maintaining their performance in achieving compliance with ISO international standards and other certification schemes.

The major industrial enterprises in food, pharmaceutical and marble and stones companies are an outstanding client for more than 10 years which gives MAK International a unique position and value in its outreach and access to the industrial sector in Palestine as a trusted and readable partner.

Vision and Values

Vision

MAK International Vision is to be the preferred, credible and trusted partner for our clients in the provision of high quality, Unique and credible services.

Values

MAK International relationship with its clients, partners and resources is beyond any commercial relationships, our guiding principles for MAK were never based on any commercial or personal interest, MAK is a concept based on the principle of adding value to Palestine through the credible services we provide in all sectors we serve.

B. Scope of services – Internationally Accredited

MAK working with clients to manage and mitigate the risks they face, it's our job to help client shape the future, rather than letting it shape him. We do this by offering:

- **Strategic vision** - our technical know-how, sector expertise and innovative, forward-thinking approach will help you meet the challenges of today – and become a safer, more secure, and sustainable organization tomorrow.
- **Technical expertise** - our people are sector experts. They bring with them a clear understanding of your specific challenges, standards and requirements – then deploy deep knowledge of certification, brand assurance, health and safety, cybersecurity, inspection and training to help you meet them.
- **Global capability** - operating in more than 120 countries, recognized by over 30 accreditation bodies worldwide, and covering almost every sector, we can help you manage risk, drive improvement and build credibility with your stakeholders around the globe.
- **Effective partnership** - every business is unique. That's why our experts work with you, to fully understand your needs and goals, and work out how we can best support them.
- **Fresh perspective** - we have led the way in shaping our industry and continue to take every opportunity to collaborate with clients and pioneer new ideas, services and innovation.
- Training on international standards such as: ISO9001, ISO22000, FSSC, HACCP, GMP ...etc.
- Diagnostics as per ITC requirements and Methodology
- Assessment against international standards
- Project management services
- Food inspection
- Food safety traceability systems
- Export Quality management
- Environmental Impacts Assessments

MAK International is managed by a team of professionals with long lasting experience in the related fields and holds several international recognitions from several international organizations.

We can provide an extensive range of services in a variety of fields to support organization's future



Training and Certification services

growth and development through additional certification, verification and training solutions. In fact, many of our clients choose us for all of their Management System certification needs which include but not limited to: Quality, Environmental, Health& Safety, Business Continuity, Information Security, Customers Satisfaction and Customer Complaints Handling, and Corporate Social Accountability Verification.

C. Partnerships – accreditation – representation

MAK International, as Palestinian firm, enjoys several international recognitions for the services it provides with a long list of major customers in Palestine and the Middle East Area .MAK International has long standing partnership agreements with several international organizations, mainly:

	Lloyds Register Quality Assurance (LRQA) - UK: since the year 2001, MAK International is the sole accredited partner and representative of LRQA to deliver internationally accredited quality, food safety and environment certification and training services.
	Control Union Certification Services (CU) – The Netherlands: MAK International is the sole accredited partner and representative to deliver all agribusiness related certification and training services such as GLOBALGAP, Organic , Food inspection and BRC
	International Road Transport Union – IRU Academy: IRU Academy is the training and educational division of the IRU. It develops and disseminates professional road transport and logistics training programs. MAK International had a partnership agreement with IRU academy to become an Accredited Training Institution for delivering training and administering exams of IRU Academy Professional training programs.
	Chartered Institute of Environmental Health (CIEH) - CIEH: since the year 1998 MAK International is the sole accredited partner and representative of the CIEH to offer accredited food safety and environmental health training in the region
	World Food Program (WFP): MAK International is the provider of food inspection and testing services for WFP for their local food suppliers.

	<p>World Health Organization (WHO): MAK International offered services of training and certification for WHO clients in the country.</p>
	<p>FAO: MAK International had an accomplished many assessments / certifications and training for FAO Projects</p>

D. MAK International – Part of LRQA Clients in Palestine:



Client Base – the Unique competitive edge of MAK International

Outside Palestine: as an accredited provider of training and certification services, MAK International is serving its partners (CIEH – LRQA – CU) in a number of countries such as South Africa, UAE, Jordan, Egypt, Saudi Arabia, Qatar, Bahrain, Sudan, Lebanon, Oman, Kenya, Yemen, Syria. Our experts, assessors and trainers have been entrusted to conduct LRQA services in these countries.

As a representative and accredited provider for LRQA, our experts, assessors and trainers have delivered LRQA services worldwide for some of LRQA major clients such as Mars Corporation, Unalive, Coca-Cola and Jemaah Group... etc.

In Palestine: MAK International Client base is wide in the country, we own more than 90% of market share of the training and certification in all sectors in Palestine in the international standards, our clients are distributed all over the country and covers all sectors

MAK enjoys the partnership with their clients in different sectors that are :

1. Industrial and Agribusiness sector: MAK International enjoys an outstanding client base in the industrial sector with all the major industries in Palestine are clients for more than 5-20 year
2. Health care – Education institutions and providers: MAK provides wide range of services for assisting the medical and academic education institutions in the international accreditation, recognition and capacity building along their management and academic systems, with MAK International – LRQA certified many hospitals in west bank and Jerusalem against ISO 9001:2015 since 2005 and trained them on EMS, 45001 and quality.
3. In education in specific - we served education sector through our clients Al Eman schools and Arab American University which we trained against quality standards and built the AAUP management system for the faculty of dentistry to meet the achieve ADEE recognition
4. Public Service sector: we serve our service sector in the country like chamber of commerce
5. Non-government organizations – we served Burj AL Luqluq to achieved their goal and be ISO 9001:2015 certified

M.A.K International

Training and Certification services

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