



Why we exist.

What we do.

bsi.

...making excellence a habit.™

AN INTRODUCTION TO BSI

Why we exist

Apparently the most popular word in the world is "OK". But at BSI, we're not OK about that. We don't think the world should settle for "OK". We believe the world deserves better than that. We believe the world deserves "excellent". That's why we always challenge mediocrity. The idea that "just about good enough" is acceptable to clients, business partners or the world at large is never acceptable to us. It never has been and never will be. Most of all, we are against complacency. Of course standards can fall. Of course people can stop trying so hard, but we will never stop, at least not until excellence becomes a habit for one and all.

What we do

Quite simply, BSI is the business standards company that helps organizations make excellence a habit – all over the world. That's our business, enabling others to perform better. For more than a century our experts have been challenging mediocrity and complacency to help embed excellence into the way people and products work...to perform better, reduce risk and achieve sustainable growth. Our clients range from globally recognized brands to small, local companies in 150 countries worldwide. We're a Royal Charter company that develops and delivers products and services in a truly inclusive way, we are committed to continual improvement and we work with the highest level of integrity.

How BSI helps organizations embed excellence

Whether in manufacturing or in services, in the developed world or rising economies, in large companies or small, what all organizations need is someone who can help them make excellence a habit.

Our services are designed to align with the steps individual clients need to take to understand what is best practice, how to achieve it and ensure that it remains an ongoing habit.



Why trust BSI?

For our expertise

In the world of standards, we always have been and always will be the expert body, originating many of the world's most widely adopted standards, including ISO 9001.

Because we are performance minded

While we are proud of our integrity and expertise, the thing we value most is creating value and delivering continual business improvement.

For our integrity

With our ownership structure we are free to be completely objective.

Shape

BSI, together with independent experts, tackles the issues of today and tomorrow by shaping the standards of excellence across products, business processes and business potential.

Share

We share these standards in the format you need for your organization, enabling dynamic integration of digital content.

Embed

Our trainers transfer the knowledge your people need to embed excellence daily.

Assess

Our assessors understand your business and give you proven ways of measuring excellence, so you can promote it confidently to your stakeholders.

Support

And most importantly, we support you with the knowledge and tools you need to recognize excellence and keep excelling...every day.

Delivering excellence through our excellent people

Whatever your business, the easiest and most effective way to embed excellence is to work with people who've seen it adopted in organizations of all shapes and sizes. That's what we provide – people who can help others perform better, reduce risk and increase sustainable growth.

BSI people have decades of experience working with an array of different business sectors, so they not only understand the challenges your business could be facing, but also have the skills to recognize where excellence can be achieved and transferred to your employees. They speak your language. They understand your world. They know how people work, the habits that can set in and the way you can improve. Our commitment to hiring the best people and training them constantly earns us our reputation. Perhaps that's why, for instance, our assessors score on average 9.2/10 in our Global Client Satisfaction Survey.

Our people work inclusively to shape and embed standards of excellence with committee members including industry experts, government bodies, trade associations, consumer groups and organizations across the world.



"Setting the standards for excellence is an essential element of my role. As a Content Developer I work with the committee members to deliver standards of the highest quality."

Sophie
Content Developer, UK



"My role requires a lot of coordination between different stakeholders as we drive the design of our publishing environment. I need to ensure what we deliver is easy to use, technically manageable and performs well in front of an increasingly demanding client base."

Laurent
Enterprise Architect, UK



"My industry and auditing background provides clients with authoritative training to pursue excellence in their business operations."

Jingli
Principal Trainer, China



"I am proud to be part of BSI's network of experienced auditors, working with clients to ensure their products and services achieve excellence."

Germano
Client Manager, Brazil



"As Entropy Product Manager, I support clients to remain compliant with excellence by reducing risks and cost, improving control, assurance and accountability, and protecting and enhancing brand value and reputation."

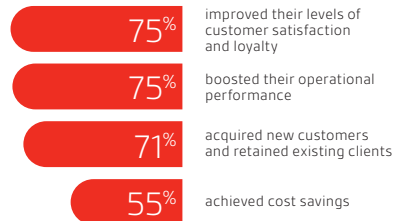
Raj
Product Manager, US

How BSI helps you grow by fine tuning your organization so it performs at its best

From entrepreneurs to established companies, achieving true success is all about how you perform day in day out. This means an organization's competitiveness and ability to survive is determined not only by the management, but by how the business operates at every level – from the boardroom to the reception.

Over 65,000 companies across the world, from small and medium sized businesses to 51% of the combined FTSE 100, Fortune 500 and Nikkei organizations, have found adopting BSI's performance management products and services can be the backbone to creating a more successful business. Using our proven business growth standards, captured and shaped through our independent network of experts, BSI clients profit from more satisfied customers. They benefit from more efficient ways of working, better cost control, and faster and more effective implementation of new working practices.

BSI clients that achieved ISO 9001 certification report major benefits from the quality standard.



Source
International BSI Excellerator Research 2011

Performance

Monitoring what you do

+ Identifying ways you can improve

+ Involving your employees in all your processes

+ Driving up quality in what you do

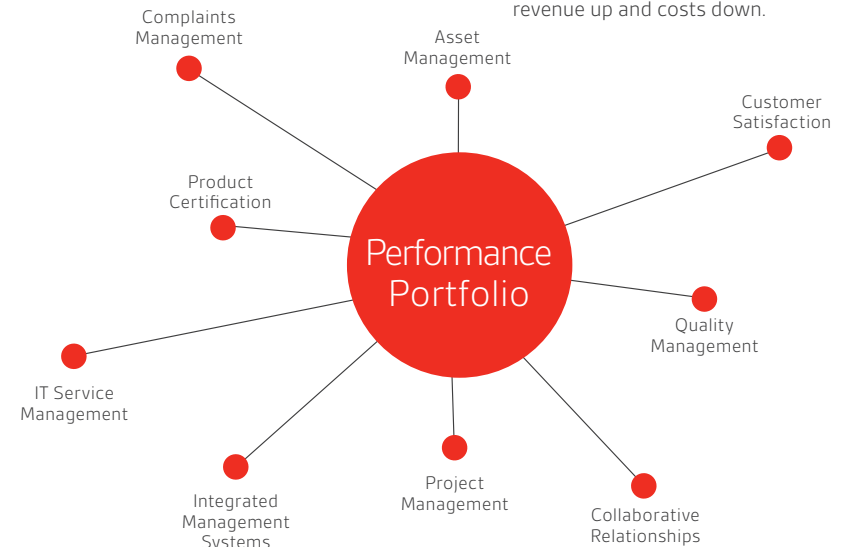
= Making Excellence a Habit

Importantly, these standards are both flexible and scalable to your business and help embed a culture of continual improvement.

Our independent assessors, who have experience of working in your sector, help you monitor progress. Once you've met the demands of the standard, the certificate you receive allows you to promote your standards of excellence with confidence and thereby stand out from the crowd.

However, we know your ambitions for growth don't stop when you receive your certificate. We're committed to helping you monitor and maintain your excellence through our proprietary software and compliance tools, ensuring your workflows continue to be managed and optimized.

Our standards do get results. Independent research from leading academic institutions shows that ISO 9001 certified organizations significantly outperform others both in terms of Return on Sales and Return on Investment driving revenue up and costs down.



How BSI can help your organization reduce risk and build stakeholder confidence

In a world with far too much uncertainty, be it political unrest, natural disasters or information security leaks, organizations simply cannot afford to take an ad-hoc approach to managing risk.

Risk is often perceived negatively, but at BSI we know organizations that balance their risks benefit from greater opportunities and simultaneously defend, protect and enhance their reputation, business and brand.

Reducing Risk



Source:
International BSI Excellerator Research 2011 and Erasmus University study



BSI originally shaped the now international standards for Business Continuity and Information Security helping boardrooms protect their reputations and confidently govern their organizations.

BSI's risk-based solutions are designed to help organizations mitigate risk, improve business resilience, meet customer requirements every time and fulfil regulatory and statutory obligations. As a result, they provide customers and stakeholders with the means with which to obtain the assurance they will continue to operate, whatever the incident or crisis.

Our trainers and assessors enable organizations to understand their risks through the embedding of BSI's pioneering portfolio of standards, ensuring your people are fully competent and confident to implement systematic risk management practices that are tested and work, day in, day out.

Risk management isn't just for large multinationals, it brings real benefits to local companies who can have complex structures or be part of long supply chains.

How BSI can help you save money, energy and the environment

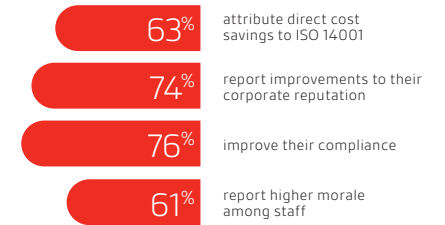
Organizations across the world are facing challenges from an environmental, economic and social perspective. Sustainability – in all its forms – has never been more important. At the same time, people are more cynical than ever about 'Green' marketing claims, and it's almost impossible to turn on the news without seeing stories of resource price volatility or environmental disasters. While some of these circumstances are beyond our control, many are not, and how we deal with them will make a huge difference to the future of business and the planet.



Sustainability 

We are constantly introducing innovative ways to tackle the ever changing issues of sustainability. For the world and the world of business, today and tomorrow

Where organizations see benefit...



Source
International BSI Excellerator Research 2011

BSI is proud to have produced the world's first environmental management standard, now ISO 14001, back in 1992. Since then we have led the way with ongoing developments in environmental management, energy management, corporate social responsibility, product carbon footprinting and biodiversity.

BSI can help you deliver considerable environmental, economic and social benefits by providing a framework for managing sustainability, whatever your size, sector or geographical location.

Our standards will help you identify and manage how your business impacts on the environment and community, understand relevant legislation and drive your business to develop and implement robust policies to improve resource efficiency. By so doing, our client research shows you can also benefit from significant cost savings.

Being independently assessed by BSI ensures you demonstrate your credentials to customers and stakeholders. It also helps you stand out from your competitors and showcase your ongoing commitment to sustainable development – improving your reputation.

How BSI's focus on the medical devices industry ensures safer products and safer patients

BSI understands the specific challenges medical device manufacturers face and the importance of bringing innovative yet safe products to market. Ensuring the predictability and transparency of regulatory product clearance is key to maintaining a competitive edge. Manufacturers tell us they need to work with a highly competent, customer focused Notified Body that understands the specifics of their environment and the importance of complete confidentiality around patent pending new technology.

BSI has proven worldwide expertise ensuring clients meet the essential requirements for a given geography and we provide comprehensive solutions covering the full spectrum of regulatory requirements.

Our team of medical device product experts have in excess of 500 years' experience in design and development. Recruited from industry, clinical research and academia they have designed and developed similar devices to those they are evaluating and possess a strong understanding of the challenges manufacturers face when bringing new devices to market.

Our quality systems and microbiology experts have experience in implementing and auditing state of the art quality and manufacturing processes to consistently produce safe devices.

We can help you navigate your regulatory route from standards publishing to specialist medical device clinical and regulatory training courses. We are also a major supplier of third party assessment to manufacturing sites around the world and certify medical device products for all major geographies including Europe, the US, Canada and Japan.

In regulated markets another challenge is monitoring and ensuring ongoing compliance. BSI's Entropy® Software helps clients manage performance and risk along with tracking processes and demonstrating compliance.

BSI's medical devices team is a unique world leading resource in medical device regulatory and quality evaluation. That's why over 70% of the top medical device manufacturers worldwide work with us and keep working with us to maintain the standards of excellence that create a healthier business.



Shaping standards for the issues of today and tomorrow

BSI works with business experts, government bodies, trade associations and consumer groups to capture best practice and structure the knowledge all organizations need to succeed. Standards are a powerful and vital knowledge tool for organizations of all sizes, supporting innovation and increasing productivity. Effective standardization promotes competition and enhances profitability.

Standards enable organizations to:

- attract and assure customers
- demonstrate market leadership
- create competitive advantage
- develop and maintain best practice

BSI has over 100 years' experience of shaping standards – leading and facilitating the process of reaching consensus among experts. We ensure standards committees are representative, inclusive and accessible and the process is rigorous and transparent. We strive to balance market needs, user requirements and government policy. Our members are the same individuals and organizations who use our standards, and they've helped shape the way we operate since 1901.

The majority of the most widely used and implemented international standards were originally shaped by BSI, for example ISO 9001 for Quality Management and ISO/IEC 27001 for Information Security. Major new standards in Anti-Bribery, Business Continuity, Energy Management and Collaborative Business Relationship Management are recent examples of our close engagement with industry and government and provide solutions to many key issues facing today's economy and society, globally.

Shape

“BSI is a leading global standards maker.”

Our portfolio extends to over 30,000 current standards in total, a substantial source of knowledge and best practice, providing vital information to our clients across a diverse range of industry sectors from construction and manufacturing to services, IT and medical devices.

BSI was the world's first standards organization and today remains a leading global standards maker. We are a founding member of ISO (International Organization for Standardization) and hold a permanent seat on the Council of both ISO and its European equivalent, CEN (European Committee for Standardization).

We are the National Standards Body (NSB) for the UK and work closely in bilateral and multilateral relationships with our fellow NSBs around the world. We provide support to governments in developing economies, where standards and conformity assessment are a key part of increasing trade and consumer protection policy. We provide strategic advice to organizations and industry sectors about the knowledge they need for innovation, growth and sustainability. We shape the knowledge journey for new and emerging technologies, tailoring the process to meet industry's needs for private standards, sector standards or national and international standards across products, processes and business potential.



Sharing knowledge to drive growth

Knowledge is only useful if it's in the right hands. That's why BSI offers a range of products and services to help make standards easy to use and affordable for organizations of all sizes, types and sectors.

Getting traditional paper or PDF standards is simple and quick, either by ordering directly from our online shop or via our dedicated client services team. But there are other powerful tools that may be better for you as a regular user and where your business has broader demands for knowledge.

Continuous investment in a state-of-the-art information publishing platform provides our clients with a sophisticated workflow tool and business enterprise solution that lets you work with standards information in exciting new ways. First to be shared on this platform, Eurocodes PLUS demonstrates how this takes the hassle out of working with the Eurocodes standards during structural design projects. It lets you create and share notes, search clause by clause, read expert commentary and even build your own dynamic documents. More and more content will transition onto this platform over time.

If, however, you need access to a range of standards throughout your organization, British Standards Online (BSOL) is the premier online system, making this information immediate, easy and cost effective for you. Using BSOL, British, European and International Standards are available instantly from your desktop. It's available 24/7 and refreshed every single day so you'll always be completely up to date.



To share a single standard across your organization or take a data feed, BSI offers a range of flexible licensing options. With a multi-user network licence, for example, you can publish the relevant standards on your intranet or company network.

BSI membership reduces the cost of standards and online products. It gives you access to our dedicated knowledge services team to help answer standards related questions and our private list updating service ensures you keep informed of any change.

“It's available 24/7 and refreshed every single day so you'll always be completely up to date.”



Embedding knowledge to improve

At BSI we don't simply hand you one of our standards and leave you to it, we have a team of experienced trainers across the world who can transfer the knowledge, skills and tools your people need to embed these standards of excellence into your organization.

Our trainers have decades of experience both as assessors and trainers in an array of different business sectors, so they completely understand the challenges you could be facing. Even more importantly, they know how people work, the habits that can set in and the ways in which creating better performance can be communicated.

Different organizations have different needs. That's why BSI delivers its training in a number of different ways. We can run tailored courses at your offices to ensure your people learn the best practices suited to your own organization.

Alternatively, BSI's public training not only provides an effective way to learn but also allows you to network with your peers, understanding their issues and experiences in embedding standards. We also offer online training and free webinars which are available to you at any time.

The bottom line is that our people can train yours not only to recognize excellence but to maintain and build on it through continual improvement for sustainable growth.

“The bottom line is that our people can train yours not only to recognize excellence but to maintain and build on it through continual improvement for sustainable growth.”



Shape — Share — Embed



“Our assessors give you proven ways of understanding and measuring excellence so you can promote it confidently to all of your stakeholders.”

Assessing your progress to build confidence

Our independent assessment of an organization or the conformity of a product to a particular industry standard helps our clients perform to a higher level of excellence. We carefully match our assessors' industry experience to your particular needs, so they have exactly the right in-depth knowledge. BSI's best in class "Learning Advantage" assessor training and assessment programme ensures our people continually develop and remain at the leading edge of their respective fields. This, combined with their in-depth industry experience, ensures they really support your business and help you get the most from your certification with BSI.

Our assessors give you proven ways of understanding and measuring excellence so you can promote it confidently to all of your stakeholders. As well as the audit itself, our unique "Excellerator Report" provides you with the in-depth insight you need to see how your management systems are performing and benchmarks your performance against other organizations in your sector. This means you can spot internal and industry trends, combining performance assessment with an analysis of risks that may be holding you back from achieving excellence.

With this knowledge to hand, you can make strategic decisions to prevent and reduce these risks. You can also make relevant changes based on identified areas where you may not be performing that well – or recognize where you are achieving excellence so you can ensure you stay that way.

Our work doesn't stop with delivering your report. We can support you in developing your management systems through training, self-assessment tools, information services, product testing services, workflow tools, proprietary compliance software and much more. Your report will provide all the information you need to choose the improvements you want to make. Furthermore we can continue to monitor your management systems over time, tracking how the actions you take continue to drive business performance.

BSI not only helps you raise your own performance, we also help build customer confidence, because people all over the world recognize BSI and our Kitemark as a mark of trust. No other certification body offers the same level of expertise, knowledge and recognition that comes with a BSI certificate.

Shape

Share

Embed

Assess

Retaining the standard to achieve your true potential

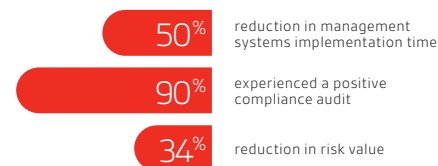
Nobody wants standards to fall, yet so many allow it to happen. To experience real, long-term benefits organizations need to ensure ongoing compliance to a standard so that it becomes an embedded habit. As the standards expert, BSI makes it easier for our clients to drive continual improvement and deliver long term excellence through our proprietary risk and compliance software tools. Our on-going audits drive you to improve what you are doing, every day.

BSI's Entropy® Software is a management system solution for quality, environmental and health and safety management across single or multi-site organizations. It is effective in reducing costs related to incidents, implementing audit actions, data handling, resource use, management review, and reporting overhead. Entropy® Software also helps to protect our clients' reputation, social responsibility and shareholder value by enabling a higher degree of internal control.

BSI also provides supply chain risk and compliance based solutions, supply chain intelligence, assessments, and training geared toward mitigating global supplier and supply chain exposures. BSI's Supply Chain security experts partner with industry and government on innovative supply chain security solutions and intelligence tools designed for cargo inspection targeting, thereby helping companies achieve and maintain compliance. The combination of our tools and BSI's field-based, global network of supply chain security assessment professionals provides our clients with expert supplier vetting and risk assessment.



How we help our clients...



BSI clients have reduced their management systems implementation time on average by 50% by using faster, smarter work tools. Once they have a management system software solution in place, those organizations save on average one day per week maintaining it. Research shows that companies with a compliance platform in place experienced a 90% positive compliance audit success rate and a 34% reduction in risk value.

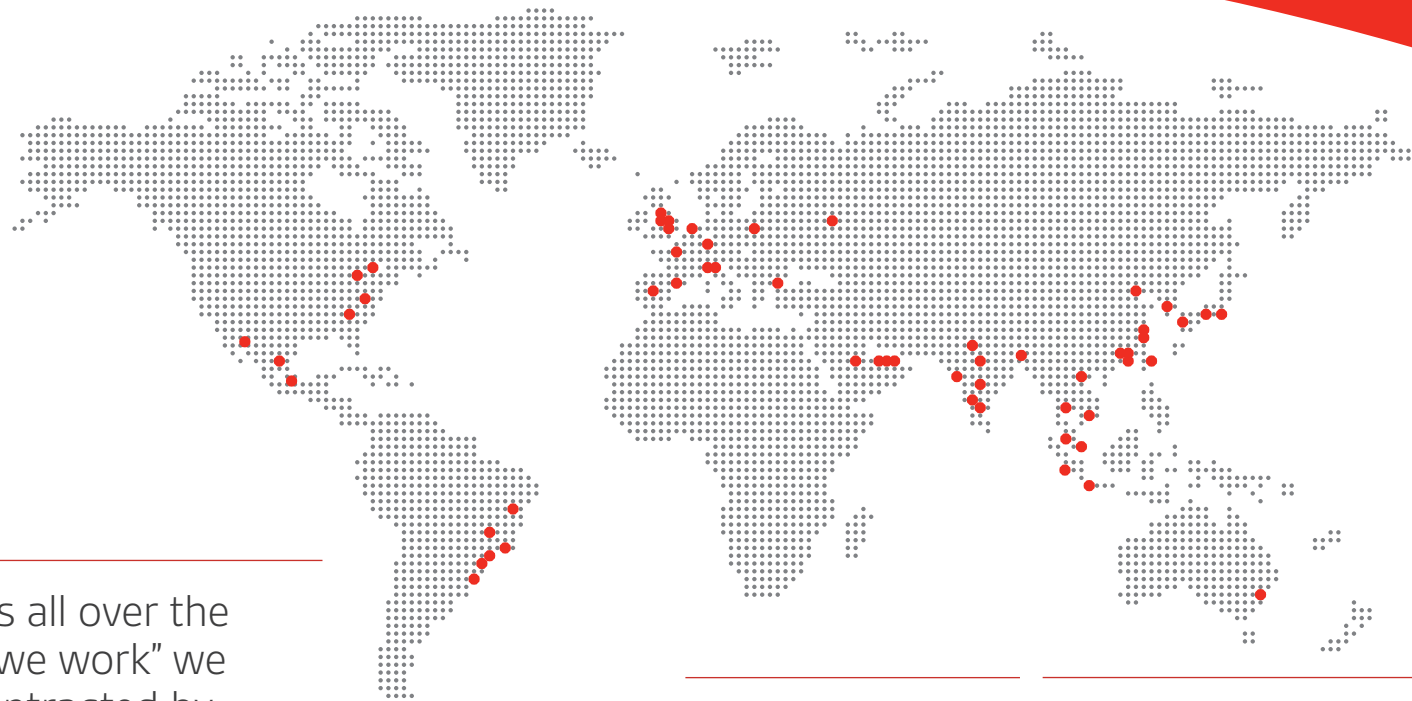
Shape

Share

Embed

Assess

Support



Where we operate

We work for organizations all over the world, and when we say “we work” we don’t just mean we are contracted by those companies. We mean the standards we help you embed work – day in, day out.

BSI works in partnership with industry experts, government bodies, trade associations and consumer groups to gain the widest possible market and industry view and shape the definitive standards of excellence for the challenges facing organizations today.

58 offices worldwide.

Clients in 150 countries across 90,000 sites.

The many different sectors we help include: construction, medical devices, aerospace and automotive, commerce and finance, education, agriculture, manufacturing, mining and materials, information technology and communication.

BSI is managed from three geographical regions: EMEA (Europe, the Middle East and Africa), the Americas and Asia Pacific.

Outside our global headquarters in Chiswick, London and our EMEA headquarters in Milton Keynes, UK we have offices in eight other European countries and four more in the Middle East. Our Americas headquarters is in Reston, VA near Washington DC, US. We also have offices in Canada, Brazil and Mexico. Our Asia Pacific management team is based in Hong Kong and we have offices in 11 other Asia Pacific countries stretching from Japan to Australia.

Our History

Ever since 1901, BSI has been helping organizations improve, capturing best practice and shaping the standards of excellence in product specification, business processes and in business potential. Today, we have over 30,000 standards within our portfolio, and are recognized as shaping many of the most used and implemented standards worldwide, such as the Quality and Environment Management series (ISO 9001 and ISO 14001) that have been adopted by over a million organizations all over the world.

It all began with the very first meeting of the Engineering Standards Committee in 1901, convened by Sir John Wolfe-Barry, designer of London's Tower Bridge. Soon afterwards, BSI's world-famous Kitemark was first registered to indicate that products were 'up to standard'.

In the 1920s standardization spread to Canada, Australia, South Africa and New Zealand.

1946 saw the first Commonwealth Standards Conference which led to the International Organization for Standardization (ISO), of which BSI is a founding member.

Our standards have been applied to all manner of goods and services ranging from personal safety equipment to air pollution controls, the use of safety colours and even the transportation of animals by air.

During the second half of the twentieth century the emergence of business process standards pushed organizational performance to new levels. ISO 9001, based on our groundbreaking BS 5750, was the world's first of these standards against which certification could be achieved. This innovative approach led us to develop similar standards for medical device manufacturers, the automotive industry,

telecommunications, oil and gas and many other business and industry sectors. Some of our recent pioneering standards support better risk management including Information Security and IT Service Management (ISO/IEC 27001 and ISO/IEC 20000 series), Business Continuity (ISO 22301) and sustainability concerns, including Sustainable Events Management (ISO 20121) developed in partnership with LOCOG, the organising committee for the London 2012 Olympic Games.

Such systems help organizations defend, protect and enhance their reputation, brand and operations in a cost-effective manner. Most recently we have taken action to support business concerns around Anti-bribery legislation, introducing a standard to help protect organizations, their supply chains and employees.

BSI works to embed excellence through the shaping and implementation of standards, helping organizations around the world meet the challenges of today and anticipate the needs of tomorrow. We see a future where standards will not only shape products and business processes but also create the potential for organizations to gain the most from the values and principles that govern their reputation.



Product Specification



Business Processes




Business Potential

How we use standards within our own organization

We adopt standards within our own organization to ensure that we reap the same benefits as our clients. We implement Quality Management (ISO 9001), Environmental Management (ISO 14001), Occupational Health and Safety (OHSAS 18001), Social Responsibility (ISO 26000) and Information Security Management (ISO/IEC 27001) to ensure we too perform better, reduce our risk and achieve sustainable growth.

How we're measured

We are evaluated by global accreditation body ANSI-ASQ National Accreditation Body (ANAB) to ensure BSI conforms to the requirements of ISO 9001 and ISO 17021. We are also audited by UKAS to ISO 17021, 17025 and BS EN 45011, allowing us to offer accredited certification to business processes as well as products. Furthermore, we are a Notified Body for the certification of medical devices manufactured across the world as well as numerous product groups from breathing apparatus to measuring instruments. All of this ensures the integrity of our service and that we too continually improve.



In a world where so many settle for OK, BSI never has and never will.



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