



Consultancy  
services

Winning solutions to overcome  
your business challenges

BSI Consultancy

**bsi.**

...making excellence a habit.™

# Finding the right solutions for today's businesses in tomorrow's world

With the world of business constantly evolving, organizations today face a set of ever-changing challenges. From geographical and regulatory issues to crisis management and culture change, business leaders around the globe are continually pressed to foresee and manage risks more effectively, improve performance and develop sustainable strategies.

Achieving these goals means organizations have to continuously focus on surviving, growing and prospering despite ever-changing agendas. But more often than not, businesses or teams set out with the best intentions to find appropriate ways to move forward, only to find that the presenting issue or timeframe of the challenge severely tests their scope of experience, knowledge, skills and capabilities.

Even the most successful organizations sometimes need to partner with someone who recognizes the specific issues and sees the bigger picture at the same time. Someone who knows and understands what keeps decision makers awake at night and can link a heritage of best-practice and business improvement with today's innovative solutions. This is where BSI Consultancy come in.

## A personalised service all the way through

Our consultants help people in organizations overcome the most critical issues on their agenda by taking a personalised and tailored approach to improve relationships, processes and results. Because this can be complex, we look at what really matters to our clients by identifying and assessing the roadblocks and their root causes. First we take the time to get to know our clients' people and their businesses. Then, we tap into our rich heritage and expertise to offer advice and suggest cost-effective and workable solutions. Ultimately, we work with our clients to help them find pragmatic solutions that engage their people, improve performance, manage risks and get them where they want to be – faster and more cost efficiently.

When it comes to consulting, one size never fits all. That is why we match our consultants to our clients' organizations to ensure they have the relevant market-specific knowledge

and experience. Our approach is as unique as our clients and includes:

- Expert support and guidance to find the right solutions for your agenda
- Building the skills and understanding needed to achieve your objectives
- Extensive knowledge to quickly identify any improvements
- Practical and hands-on assistance to deliver your solution
- Clear, available and friendly communication channels.



# Why choose BSI Consultancy?

Today's most successful organizations constantly learn and integrate continual improvement in everything they do. They know how important it is to anticipate and respond to stakeholders, and how to organize their people to enhance communication and collaboration. As a result, they have effective strategies to manage risks and improve performance – the focus of BSI Consultancy.

In order to help our clients address these modern-day challenges, our consultants analyse, build and improve internal and external business relationships; identify and enhance processes; align leadership and communications; and engage people to deliver best practice.

From one-to-one coaching, mentoring and facilitation to global training workshops and work with board-level and middle managers, we offer a range of services to help our clients achieve their objectives.

Modern-day challenges	Our areas of expertise
<ul style="list-style-type: none"><li>• To strengthen customer relations</li><li>• To improve governance and resilience, and manage risks</li><li>• To cultivate the right skills</li><li>• To build better capabilities through leadership, strategy, culture and talent</li><li>• To develop knowledge of standards</li><li>• To implement better processes</li></ul>	<ul style="list-style-type: none"><li>• Leadership</li><li>• Management</li><li>• Operations</li><li>• IT</li><li>• HR and Learning and Development</li><li>• Facilities</li><li>• Finance</li><li>• Legal</li></ul>

## A snapshot of some of our projects to date

### Putting quality at the heart of a complex business

The European Patent Office (EPO) decided to partner with BSI Consultancy to guide them along the path to successful ISO 9001 certification. The process involved establishing a solid structure of project management and helping the management team to develop an effective internal communication strategy to clarify the benefits of using ISO 9001 throughout the business. Team members were then trained to use the new communication strategy, ensuring it reached all levels of the organization.

The project kicked off in January 2014 and nine months later EPO successfully passed their 14-day certification audit without a single non-conformity being raised. The ISO 9001 initiative is now also being rolled out to other parts of the business.

### Driving global organizations towards resilience

The board of a global thought-leading organization wanted to focus on organizational resilience in order to overcome their business challenges, meet their performance objectives and deliver the financial results expected by their stakeholders.

A BSI consultant worked closely with the executive directors to identify their key drivers and strategic goals, and to review the enterprise-wide risks which were most likely to adversely impact the successful achievement of their business plan. Consequently three key areas were prioritised by the board for improvement and risk mitigation. These were Crisis Management, Business Continuity and Information Security, all of which could result in reputational and financial damage to the organization.

The consultancy solution resulted in the directors being coached on decision-making in a crisis, through live realistic scenarios, providing them with confidence and hands-on practice, as well as the knowledge that they could function effectively as a team if a future crisis occurred.

To manage the risks associated with protecting customer and company information, an Information Security policy was designed and implemented globally, supported by awareness training and simple procedures and controls, enabling compliance with ISO27001 (Information Security Management). Similarly, compliance with ISO22301 for Business Continuity management was also achieved under guidance from the BSI consultant, minimising the risks and impact to the global organization in the event of a business disruption.

# Our heritage

BSI's roots can be traced back to 1901. Today, all our solutions are centred around business processes, best practice, people, behaviour and values. This is how we help organizations reach their full potential and protect their corporate reputation. By bringing our knowledge and skills to organizations through consulting, we are helping even more organizations to make excellence a habit.

## More about BSI

For more than a century BSI has been challenging complacency to help clients perform better, reduce risk and achieve sustainable growth.

- Having worked with over 70,000 companies of all sizes globally, we have a proven track record
- BSI works in partnership with industry experts, government bodies, trade associations and consumer groups to gain the widest possible market and industry view to shape our services for the challenges companies face today
- Our clients reap the benefits of working with BSI teams with a wealth of experience in the areas of risk, performance and sustainability. They help cultivate a better understanding of the challenges and share valuable insights
- We provide end-to-end support, helping our clients monitor and maintain their excellence
- We talk with and listen to clients every day, asking them what they want and how satisfied they are with our products and services. This way we ensure we respond to the needs of our clients as they arise.

Speak to one of our consultants today or visit our website for more information.

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**Please note** that we are unable to offer consultancy services on a management system currently certified by BSI.



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