



Bottom line a priority?

Make ISO 9001 from BSI your first choice.

bsi.

...making excellence a habit.™

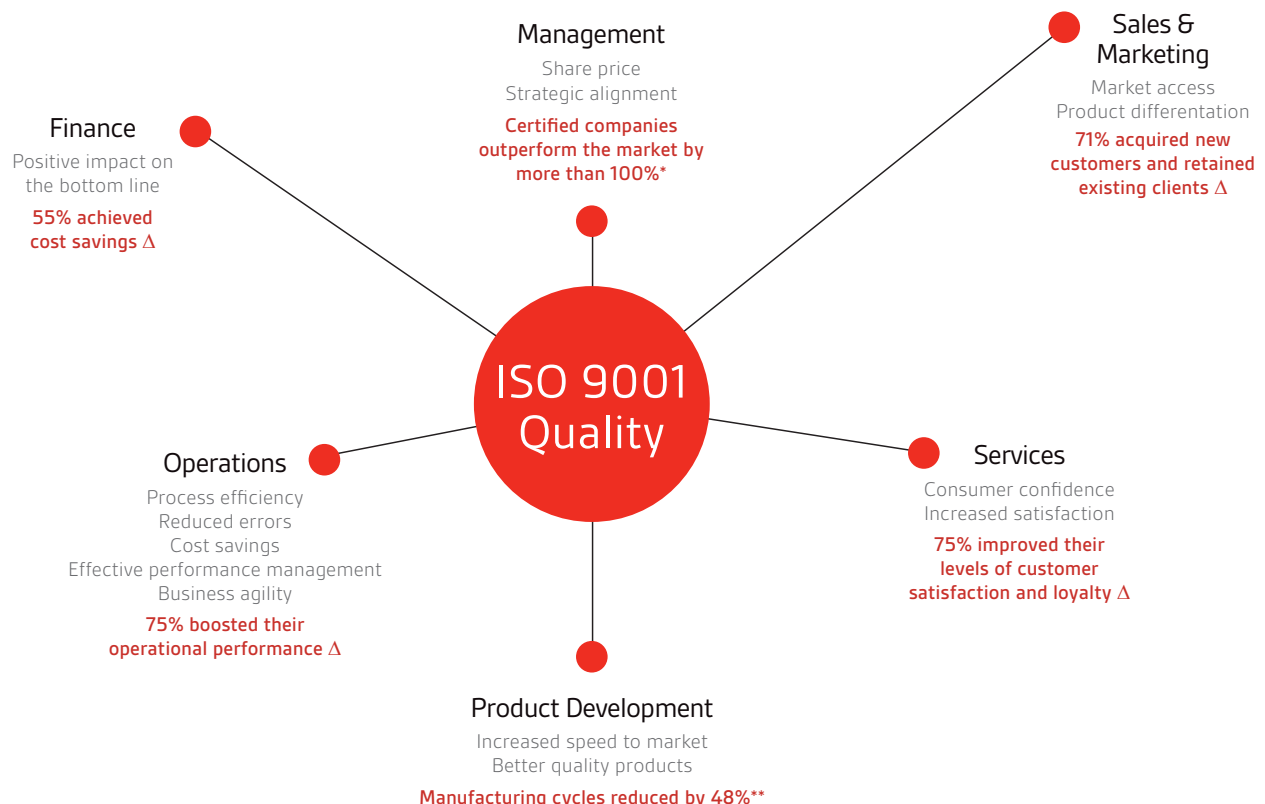
If you're striving for success it's time to consider ISO 9001.

A world-class business growth framework, ISO 9001 is all about keeping customers satisfied. A successful business knows that satisfied customers buy more, refer more and cost less to retain. So choose ISO 9001 from BSI; after all, our experts helped shape the standard in the first place, and your organization will reap the benefits with higher productivity, more satisfied customers and drive continual improvement.

Whatever sector you operate in, from manufacturing to services, companies that work with us to adopt the principles of quality management have benefited from more efficient ways of working, better cost control and fast and more effective implementation of new working practices.

Quite simply, as the world's most widely recognized quality management standard, ISO 9001 outlines ways to achieve, as well as benchmark, consistent performance and service. By putting in place processes that allow you to improve the way you operate at all levels, you too could be enjoying the benefits many of our clients have reported.

BSI clients that achieved ISO 9001 certification report major benefits:



*2011 BSI review of stock prices over a 10 year period, comparing ISO 9001 certified companies with a benchmark index. ** 2011 ASQ research. BSI Benefit Survey 2011 † BSI Customer Satisfaction Survey

2012.*** ISO 9001: The Drivers for Installation and Maintenance Report 2012 by JAS-ANZ

Whether you're new to ISO 9001 or looking to take your expertise further, we have the right products and services to help you make your business better, customers happier and profits bigger.

The main reasons for seeking ISO 9001 certification identified in Australian research are to meet customer requirements, to enhance a firm's reputations, and to improve quality performance.***

Our packages can be customized to your business to jump-start your quality management journey. Our team will work with you to cut through any complexity and unnecessary cost to get you where you want to be – whatever your starting point.

In close partnership with your BSI team we can take you through the process, from understanding the requirements and implementation to securing certification. And from there, we can help make sure your system keeps delivering the best for your business.


Why do our customers choose us?

- 80% Reputation
- 50% Quality of service
- 19% Range of products

Quite simply, BSI is the business standards company that helps organizations make excellence a habit.

A simple guide for your ISO 9001 journey with BSI

	Understanding		Implementing the solution		Getting certified		Making excellence a habit
Step	Information gathering	Calculating the benefits	Preparing the organization	Putting together a tailored	Running the system	Proving it's working	Looking for opportunities for continual improvement
Actions	Understand the standard, certification and your business requirements	Understand how adopting quality management will benefit your business	Train your team, ensure the organization understands the principles and review current business practice	Compare your activity with ISO 9001 requirements, then prepare a gap analysis report	Review the system to ensure it meets the standard's requirements	BSI will carry out a system and document assessment plus a system effectiveness assessment	Celebrate and promote your certification, then review the systems and processes
BSI services to help you	Your BSI contact BSI's website and brochure The ISO 9001 Standard/ subscription services Webinars	Your BSI contact 'Introduction to ISO 9001' training 'ISO 9001 Management Briefing' training	Your BSI contact Self-assessment checklist ISO 9001 Requirements training BSI's Entropy™ Software helps you understand the requirements and track progress	BSI Gap Analysis BSI's Entropy™ Software helps you identify the gaps in your system Typically organizations assign a particular staff member or resource and engage Senior Management during	Your BSI contact 'ISO 9001 Internal Auditor' training BSI's Entropy™ Software helps you effectively manage your systems and drive performance	BSI Certification Assessment	'ISO 9001 Lead Auditor' training BSI's unique client portal helps you to market your success BSI's unique Excellerator report provides even more detail on the performance of your system BSI's Entropy™ Software helps you effectively manage your systems and drive performance



Why BSI?

Because we know a good ISO 9001 when we see one.

We can help give you a competitive advantage because:

1. We have a proven track record, having worked with over 80,000 companies globally, and 3,500 in Australia, from small and medium sized businesses, to more than 50% of the combined FTSE 100, Fortune 500 and Nikkei organizations.
2. You can trust us to get the standard right and keep it relevant; after all we helped shape ISO 9001 in the first place. 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 standards of excellence for the challenges facing organizations today.
3. You can enjoy the benefits of working with people who have decades of experience helping businesses to understand the benefits of and how to implement ISO 9001 in an array of different sectors, so they understand your challenges.
4. With our unique ROI calculator, you can estimate how much you could save by investing in ISO 9001.
5. We help you make the most of your management system with our unique Excellerator report. The insight it gives you into your business will accelerate the performance of your management system and benchmark you against other organizations' performance in your sector.
6. We talk with, and listen to clients like you every day, asking them what they want and how satisfied they are with our products and services. This way we can make sure we are responding to the needs of our clients as they arise.
7. BSI invests heavily in recruiting and developing the best assessors, who are scored on average 9.2/10 in our Global Client Satisfaction Survey.

What else do we do?

Environmental management and Sustainability

With the demand for businesses to be 'greener' and for more efficient growth, environmental management is now a key focus for all organizations. BSI's products and services can help organizations not only to become greener and more socially responsible but can help save money and reduce waste. We offer sustainability services across the spectrum of ISO 14001 Environmental Management Systems, GECA ecolabelling (for environmentally preferable products), carbon neutrality, NGER and ISO 14064 GHG verification, AS 4708 Forest Management, AS 4707 Chain of Custody, the Roundtable of Sustainable Biofuel and GRI Sustainability Report verification.

Food safety

BSI believes the world should be supplied safe, quality food and we now offer a broad range of Food Safety certification services after integrating with NCSI. We are Australia's leading food safety certification provider, with extensive auditing capacity and capability to conduct integrated audits for a wide range of Food Safety standards across the entire food and beverage supply chain. Our service solution for food safety includes certification, training, assessment, and supply chain software, providing you and your customers assurance and enabling you to manage risk more effectively.

Health and Safety

Taking health and safety seriously can achieve maximum return for your employees, your operations and your customers. We provide a range of products and services to help you make your workplace healthy and safe, as well as providing testing and certification services to help Personal Protective Equipment (PPE) manufacturers meet and demonstrate compliance with relevant legislation. We offer safety management certification for AS/NZS 4801, OHSAS 18001, National (OHS) Self-Insurance and SafetyMAP schemes. A well-structured safety management system gives you an advantage over your competitors in tendering processes.

Training

We understand that business success starts with people. We're one of the world's leading providers of training on standards, management systems and business improvement. Our trainers are recognised as leaders in the field and provide quality training to organizations of all sizes and from all sectors. We offer both public and tailored in-house training across a range of areas including Quality, Environmental and Safety management systems, as well as courses on Food Safety. Whether you're looking to gain a basic understanding of how standards can help your business, want to learn best practice for implementing standards, want to become a qualified auditor, or gain a nationally recognized diploma – we'll support you all the way.

Product certification

BSI offers a full range of testing and certification services including pre-assessment, gap analysis, batch testing and full compliance testing. BSI – a Notified Body for CE marking and owner of the trusted Benchmark – has one of the widest testing and certification capabilities in the world giving you confidence in your products and helping you gain access to global markets.

Making a decision about quality management is an important commitment. Talk to one of our experts today and tell us what you need. In the meantime please visit bsigroup.com/en-au for more information.

Find out more:

Call: 1300 730 134

Visit: bsigroup.com/en-au