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 65,000 companies globally, from retail and small and medium 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 get the best possible standard and industry voice to shape standards of work 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 help you meet the needs of your clients and our unique Kitemark badge can help you access additional business to increase the performance of your business, helping you to demonstrate your quality and control your supply chain. The difficulties that smaller companies have in understanding what is needed and responding to the needs of their clients can be alleviated.

7. We know that relationships are vital to the success of your business, so we invest heavily in our audit team, developing the best assessors, who are trained on average 82% in our GoldStar Customer Satisfaction Survey.

Fine-tune your organization so it performs at its best.

Additional benefits include:

- Using our tools to make it easy
- Put yourself in the hands of the people who know best
- With our unique ROI calculator, you can estimate how much you could save by investing in ISO 9001
- With our unique Excellerator report, 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.
- 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.
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Bottom line a priority? Make ISO 9001 from BSI your first choice.

And it’s cost effective because you don’t have to buy each product separately. Here’s an introduction to the services you can choose on ISO 9001 toolkit to help you get where you want to be.

Quality Management ISO 9001
Food Safety ISO 22000
IT Service Management ISO/IEC 20000
Medical Devices ISO 13485
Automotive ISO/TS 16949
Aerospace AS 9100/9110/9120
Telecoms TL 9000
Oil and Gas ISO 27011
Kitemark
CE Marking

Malaysia a decision about quality management is an important commitment. Talks to one of our advisors today and tell us what you need to get started. We’re here to help. To see how much you could save by investing in ISO 9001 with BSI.

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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.

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Finding your organization so it performs at its best.

Complying to ISO 9001 Quality Management is the right choice for business. We help you choose the right way to get started or progress along the journey, so you can benefit from the best that ISO 9001 has to offer.

Using our toolkits makes it easy. We offer five toolkits that contain different products and services to suit your different needs. However, before you know about quality management, put yourself in the hands of the people who know best. If making your bottom line your first priority, ISO 9001 is worth one of the investments you should make today. We have a portfolio of products that span a wide range of business needs. We'd be happy to talk you through the options and the benefits they will bring.

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Key: 
S = Standard
T = Training
C = Certification

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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. And successful businesses know 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 very soon you'll enjoy the benefits of higher profits, more satisfied customers and better ways of working.

BSI clients that achieved ISO 9001 certification report major benefits:

- **Cost savings** 55% achieved
- **Process efficiency** Manufacturing cycles reduced by 48%**
- **Business agility** Increased speed to market
- **Reduced errors** 75% boosted their operational performance
- **Better quality products** Strategic alignment more than 100%*
- **Increased satisfaction** 75% improved their levels of customer satisfaction
- **Increased speed to market** Better quality products
- **Business agility** Reduced errors
- **Reduced costs** ISO 9001 certified companies outperform the market by more than 10%.

ISO 9001 is a simple guide for your ISO 9001 journey with BSI. Whatever sector you operate in, from manufacturing to services, companies who work with BSI to adopt the principles of quality management have benefitted from more efficient ways of working, better cost control and fast and more effective implementation of new working practices.

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.

BSI services to help you

- **BSI Benefit Survey 2011 †**
- **BSI Customer Satisfaction Survey 2012.**
- **2011 ASQ research.**
- **2011 BSI review of stock prices over a 10 year period, comparing ISO 9001 certified companies with a benchmark index.**

Our clients choose BSI for our:

- Reputation
- Knowledge and expertise
- Quality of assessment

Quick snap, BSI is the business standards company that helps organizations make excellence a habit.

A simple guide for your ISO 9001 journey with BSI

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BSI clients that achieved ISO 9001 certification report major benefits:

- **Finance**
  - Positive impact on the bottom line
  - 55% achieved cost savings

- **Management**
  - Strategic alignment
  - Improved customer satisfaction

- **Product Development**
  - Increased speed to market
  - Better quality products

- **Sales & Marketing**
  - Market access
  - Brand awareness

- **Services**
  - Consumer confidence
  - Improved service

**ISO 9001 Quality**

### Understanding

- **Information gathering**
- **Calculating benefits**
- **Preparing the organisation**
- **Rationalising a business improvement plan**

### Implementing the solution

- **Your BSI contact**
- **ISO 9001 training**
- **Preparing a business improvement plan**
- **BSI's EntropyTM Software**

### Getting certified

- **Your BSI contact**
- **ISO 9001 training**
- **ISO 9001 management system**
- **BSI’s EntropyTM Software**

### Making excellence a habit

- **Your BSI contact**
- **BSI’s Excellerator service**
- **BSI’s Gap Analysis**

### Actions

- **BSI services to help you**
  - **Preparation**
  - **Audit**
  - **Certification**

### Case studies

- **BSI’s unique client portal**
- **BSI’s unique Excellerator service**

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.

Our packages are customised to your business to ensure your quality management journey. Our team will walk with you through the complexities and uncertainties that lie ahead so you won’t be to traverse the challenging path.

In close partnership with your BSI team, we’ll take you through the process, from understanding the requirements and implementing to securing certification. And from there, we can help create your system to deliver the right performance for your business.

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

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**Step**

1. **Understanding**
   - Understand the standard and your business requirements
   - Understand how you can adapt your management system
   - Understand how to manage your business improvement plan

2. **Implementing the solution**
   - ISO 9001 training
   - Preparing an implementation plan
   - Rationalising a business improvement plan
   - BSI’s EntropyTM Software

3. **Getting certified**
   - Your BSI contact
   - ISO 9001 training
   - ISO 9001 management system
   - BSI’s EntropyTM Software

4. **Making excellence a habit**
   - Your BSI contact
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BSI clients that achieved ISO 9001 certification report major benefits:

- Better cost control and fast and more effective implementation
- Management have benefited from more efficient ways of working,
- Companies that work with BSI to adopt the principles of quality
- You’ll enjoy the benefits of higher profits, more satisfied customers and better ways of working.
- Quite simply, the world’s most widely-recognised quality management standard ISO 9001 has not only helped businesses outperform the market by 55%* achieved cost savings, but has boosted shareholders’ returns by 75%*.

ISO 9001 Quality

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What you get from BSI

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ISO 9001 Journey

A simple guide for your ISO 9001 journey with BSI

Step

Understand the standard and your business requirements

Calculating the benefits

Implementing the solution

Preparing the organisation

Rating together a plan and implementation plus

Getting certified

Running the system

Priming it's working

Making excellence a habit

Looking for opportunities for continual improvement

Knowledge and expertise

- Reputation
- - Quality of assessment

BSI services to help you

Finance

Position Profit to the business

515% achieved cost savings

Management

Strategy alignment

Safeguard corporate credibility the word by word

Sales

Marketing

Market access

Services

Consumer confidence breakthrough process management system efficiency

Product Development

Increased growth in market

Better quality products

Manufacturing cycle industry 45%

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Making a decision about quality management is an important commitment. Talk to one of our advisors today and tell us what you need. In the meantime please visit www.bsigroup.com and use our free ROI calculator to see how much you could save by investing in ISO 9001 with BSI.

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IT Service Management ISO/IEC 20000
Medical Devices ISO 13485
Automotive ISO/TS 16949
Aerospace AS 9100/AS 9120
Telecoms TL 9000
Oil and Gas ISO 20011
Kitemark
CE Marking

Key:  Standard  Training  Certification

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