BSI Business Solutions

Service Guide

Promoting Organizational Resilience

Operational Resilience | Information Resilience | Supply Chain Resilience

bsi.

...making excellence a habit.™

Contents

Who we are

By Royal Charter

TRUST

- **Experienced:** The world's first National Standards Body, established in 1901 and founding member of ISO

- **Thought Leaders:** Shaped the world's most adopted standards, including ISO 9001, ISO 14001, OHSAS 18001

- **Trusted:** We're a Royal Charter Company and the UK National Standards Body

- **Leading Global Standards Creation Body:** British, European, ISO, Public, and Private standards

- **Specialist Focus:** Standards Creation, Training and Certification

- **Global Network:** 80,000 clients in 182 countries worldwide

In 1903 the need to demonstrate that products were 'up to standard' sparked interest with Sir John Wolfe-Barry, the instigator of the first BSI committee and the designer of London's Tower Bridge. He sketched the letters B, S and V representing that a product is verified to a British Standard symbolizing trust and confidence.

British   Standards   Verification

bsi. ISO 9001 Quality Management

The BSI **Kitemark** and BSI **Assurance Mark** are used on products and business certification in 182 countries around the world to signify compliance and trust.

3

Our client promise

As BSI brand ambassadors, we'll act ethically and share our knowledge and expertise to give you the highest level of service. We'll keep you informed on standards updates with the latest information and service offerings to help you make excellence a habit.

We're committed to:

• Understanding your needs and keeping you updated with the latest industry information and service offerings which can help improve performance, reduce cost and ensure the resilience of your organization

• Providing support staff who will respond to your questions or requests within one business day - and a Client Care Representative who will ensure you have the support you need

• Listening to you and including your time frames in all scheduling and audit activities

• Ensuring the information you entrust to us remains confidential at all times

• Providing you with a high quality, accurate report, within five days of your audit from a highly competent auditing expert

• Booking assessments at least three months in advance

BSI certification programs

Providing excellence across all sectors

Sector				
Automotive	ISO/TS 16949 BS 10125 ISO 9001 ISO 14001	OHSAS 18001 ISO 39001 RAWS PAS 7000		
Construction	ISO 9001 ISO 14001 OHSAS 18001 ISO 14051 MFCA	Kitemark CE Marking ISO 39001 PAS 7000		
Healthcare	ISO 13485 ISO 14971 ISO 50001 ISO 31000	GMP CE Marking ISO 27799 ISO 9001	ISO 14001 OHSAS 18001 PAS 7000	
Food	HACCP FSSC 22000 ISO 22000 GMP/GHP	ISO 50001 SQF 2000 Global GAP BRC	ISO 14051 MFCA RSPO Gluten-Free PAS 96	ISO 9001 ISO 14001 OHSAS 18001 PAS 7000
IT	ISO/IEC 20000 ISO/IEC 27001 TL 9000 ISO 22301	ISO 31000 ISO 50001 ISO 39001 CSR EICC	Security C-TPAT ISO 9001 ISO 14001 OHSAS 18001	PAS 7000
Mining and Infrastructure	ISO 9001 ISO 14001 OHSAS 18001 ISO 50001	ISO 14064 Carbon PAS 2050 Carbon PAS 2060 Carbon ISO 14046 Water	ISO 14051 MFCA BS 42020 Bio SRA	CSR Security PAS 7000
Professional and Financial Services	ISO/IEC 27001 SIA ACS Cloud Security BS 10012	ISO 27005 ISO 22301 BCM Security C-TPAT PCI-DSS	ISO 9001 ISO 14001 OHSAS 18001 PAS 7000	

100 years of expertise

Shaping global standards to facilitate trade and improve business

Product Specification Standards

Starting from 1901, Initial Standards focused on product specifications to harmonize and facilitate commerce and reduce duplication

*   Railroad gauges
*   Steel specifications
*   Construction standards
*   Agricultural commodities
*   Consumer and electrical products
*   Personal safety equipment

Product Specification Standards remain relevant today to support new innovations such as smart cities and medicine

Business Process Standards

The next generation of standards focused on business processes to ensure consistent quality output

BSI shaped the original standards for:

*   Quality Management (ISO 9001)
*   Information Security (ISO/IEC 27001)
*   Environmental Management (ISO 14001)
*   Occupational Health and Safety (OHSAS 18001)
*   IT Service Management (ISO/IEC 20000-1)
*   Business Continuity (ISO 22301)
*   Sustainable Events (ISO 20121)

Business Behavior Standards

BSI's new generation of Standards are centred around people behavior and values to help organizations reach their full potential and protect their corporate reputation

Key standards include:

*   Anti-Bribery (BS 10500)
*   Social Responsibility (ISO 26000)
*   Supply Chain Pre-qualification (PAS 7000)
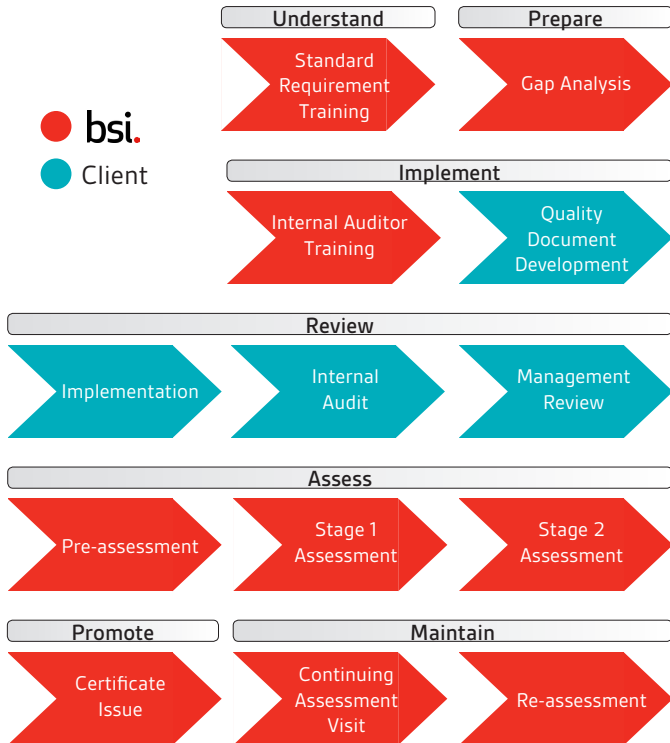*   Collaborative Relationships (IIBS 11000)

Founded 1901

1950

2000

With you at every step

Shape

Together with more than 10,000 independent experts, BSI leads in the development and maintenance of global standards

- Public Standards - PAS
- British Standards - BS
- European Standards - EN
- ISO Standards

Share

We share our standards and guidance documents in many formats, from paper to PDF or organization-wide licenses

- Online Standards Portal
- Network Licenses

Embed

Our tutors transfer the knowledge and skills needed to embed excellence

- In-House Training
- Public Training
- Internal and Lead Auditor Training
- Gap Analysis

Assess

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

- Systems Certification
- Gap Analysis
- Verification Services
- Supplier Certification
- 2nd Party Audits
- Self Assessment
- Product Certification
- Kitemark
- CE Mark

Support

We support you with the knowledge and business tools you need to continually improve

- Entropy™
- Action Manager
- Excellerator Report
- BSI Supply Chain Solutions
- SCM
- SCREEN
- BSI VerifEye Directory
- Organizational Resilience
- Maturity Analysis
- Risk Prioritization
- Capacity Building

Operational Resilience

Informational Resilience

Supply Chain Resilience

Certification roadmap

bsi.
Client

Understand	Prepare
Standard Requirement Training	Gap Analysis

Implement

Internal Auditor Training	Quality Document Development

Review

Implementation	Internal Audit	Management Review

Assess

Pre-assessment	Stage 1 Assessment	Stage 2 Assessment

Promote	Maintain	
Certificate Issue	Continuing Assessment Visit	Re-assessment

Understand
Training
Organizations need to have the knowledge, skills and capability to support a Standard beyond the certification review. BSI can provide you with, public in-house or customized training solutions

Prepare
Gap Analysis
The BSI on-site gap analysis highlights the "gaps" that exist and the steps that need to be taken to move from a current inadequate state to a desired operational state.

Implement
Internal Auditor Training
Internal audits must be conducted against the requirements of the Standard. BSI can train your employees to conduct effective internal audits.

Quality Document Development
Based on the training that was conducted, the client reviews their existing policies and procedures and aligns them to the Standard. The client must look at their existing policies and procedures and modify them to comply with the standard.

Review
Implementation
Monitor and ensure employees are adopting the new protocols and procedures

Internal Audits
Conduct an internal audit to ensure effectiveness of the processes and procedures.

Management Review
Discuss the effectiveness of your management system with your senior management about the strengths and weaknesses of the system to identify areas for continual improvement.

Assess
Pre-assessment
A BSI pre-assessment audit done prior to and outside the formal scope of certification to identify areas that need more work whilst also preparing key employees for the eventual audit. A useful audit to rehearse, align and de-bug your system.

Stage 1 Assessment (Document Review)
- A comprehensive review of documented processes and procedures in place to determine the suitability and readiness of the organization for the Stage 2 Assessment
- A comprehensive assessment report and recommendations will be provided

Stage 2 Assessment (On-site Visit)
- Determines whether the implemented system conforms to the relevant Standard(s)
- Certification is dependent upon management review and approval of the report as well as the Lead Reviewers recommendation.
- If your organization has a satisfactory management system in place and no major non-conformities are identified, then your organization will be recommended for certification.
- Minor non-conformities will not prevent the issue of a certificate as long as an adequate corrective action plan is detailed in writing before the Independent Report Review is completed.
- A major non-conformity will result in delayed certification and must be closed out within 3 months to allow a recommendation for cerification.

Promote
Certificate Issue
A certificate is provided to your organization in recognition of your achievement. You'll be able to use the BSI Assurance Mark, to promote your certification to your stakeholders.
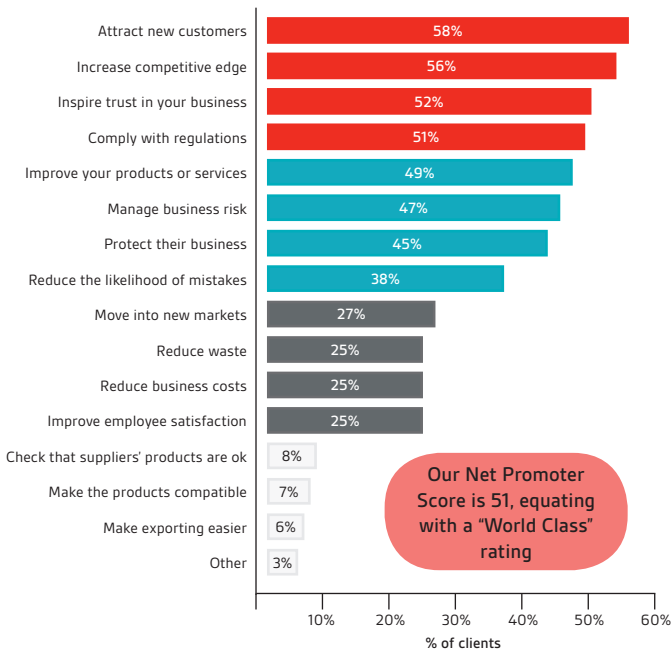
Maintain
Continuing Assessment Visits (CAV)
Routine visits over a three year period to evaluate continuing systems performance. Visits occur in either 3, 6, 9 or 12 month intervals. You'll be provided a report following each assessment.

Re-assessment
Re-certification of your management system is required every three years after the initial certification and covers a comprehensive review of the whole system. It may include an additonal review where significant problems have been encountered during the course of the certification cycle.

Motivation for certification

We polled our customers to further understand what motivates them to obtain and retain their certification. The results are as follows:

Motivation	% of clients
Attract new customers	58%
Increase competitive edge	56%
Inspire trust in your business	52%
Comply with regulations	51%
Improve your products or services	49%
Manage business risk	47%
Protect their business	45%
Reduce the likelihood of mistakes	38%
Move into new markets	27%
Reduce waste	25%
Reduce business costs	25%
Improve employee satisfaction	25%
Check that suppliers' products are ok	8%
Make the products compatible	7%
Make exporting easier	6%
Other	3%

% of clients

Our Net Promoter Score is 51, equating with a "World Class" rating

Use of the BSI logo

The BSI Assurance Mark is for organizations whose management systems have met or exceeded the requirements of the BSI standard or scheme. The BSI Assurance Mark is a powerful marketing tool that tells your customers that you're certified by BSI and you comply with international and industry best-practice.

Promoting the standard that you have been certified, builds trust with your customers and differentiates you from your competitors.

The mark can be used on your brochures, vehicle fleet, email signatures and more, so that your organization can achieve peak brand recognition among your audience.

If you have more than one standard or scheme with BSI, you're able to use the personalized multi-scheme BSI Assurance Mark. The multi-scheme BSI Assurance Mark consolidates all of your standards within one device and are available in all colour options as shown below.

Email brand@bsigroup.com with your certificate numbers of each standard for your multi-scheme BSI Assurance Mark.

General ISO Transition Information

When will the new standards be published? The new versions of ISO 9001 and ISO 14001 are now available.

What is Annex SL? Annex SL is the name of the high level framework all ISO standards will be adopting. It ensures that all standards have the same set of clauses, so that an organization can integrate them seamlessly.

What is the transition window? Each standard will require you to transition within 3 years from the publish date of its revision. You can do this as part of your ongoing assessments or as a stand-alone audit.

How can BSI help me? We can provide a range of services including standards updates as well as a host of whitepapers and videos for your use. You can attend one of our training courses and then undertake a GAP Analysis with BSI to identify the gaps that exist and steps to be taken to achieve compliance. Once this is done you can then seek certification to the new standard.

Where can I find more information? Information can be found on your local BSI website. Visit bsigroup.com and select your local country for updated information as to how the changes affect you.

ISO Transition Audits

Following your GAP assessment and remedial action, you'll need to advise us that you're ready for your transition audit. The following options are available:

Option 1

On-site assessment during your regular audit
You'll need to complete a pre-assessment questionnaire and submit it to us. When we arrive on-site for your recertification or surveillance assessment, we'll conduct an on-site document review, bringing your organization over to the new standard.

Option 2

Stand-alone transition assessment
You can choose to take a stand-alone transition assessment. Once you're ready, you can nominate a date and we can conduct an on-site document review to transition your organization over to the new standard.

5 Key Steps for a Successful Transition

1. **Talk to your BSI Client Manager:** Discuss your priorities and timelines

2. **Attend a BSI Training Course:** Understand the changes and new requirements

3. **Communicate with your organization:** Talk to your organization's leadership about the new requirements and provide progress updates

4. **Set up an internal project team:** Create an implementation plan and begin implementing the new requirements

5. **GAP Analysis/Transition Assessment:** Ask BSI to conduct a GAP analysis to help you identify any gaps prior to the formal assessment. This trial run ensures your transition is smooth and effective.

ISO 9001:2015
Quality Management Transition

| 2015 | 2016 | 2017 | 2018 |

September 2015
Version Released

September 2018
3 year transition

The **ISO 9001**:2015 Best Practice Journey

Step 1: Buy a copy of the standard

Step 2: View the latest whitepapers

Step 3: Attend a transition training course

Step 4: Undergo a self-assessment

Step 5: Track your performance

Step 6: Ask for a BSI GAP Assessment

The new **ISO 9001** standard will:

- Improve procedures that will save you time, money and resources
- Help you comply with supplier requirements and industry regulations
- Help your organization become more efficient while reducing quality costs

New benefits of ISO 9001:2015

- **More business relevant** - The standard has now transitioned from a quality management system standard to a business standard. It now requires senior management engagement in establishing a business system in-line with the 'context of organization' and expectations from interested parties and all stakeholders.

- **Addresses products and services** - ISO 9001 was initially developed with product manufacturing in mind. The revised 2015 version better addresses the needs of businesses who provide products, services or both.

- **Better planning for risks** - The revised standard now places a greater focus on the identification of risks and opportunities in the planning stage.

- **More focus on effectiveness** - The new standard has shifted the focus from documentation to effectiveness. This allows the organizations to decide what information to record and how.

- **Better integration** – The new revision is structured to allow for better integration with other ISO Management System standards. The revision has identical clauses to other ISO standards, ensuring that the requirements can be covered in a single policy manual.

ISO 14001:2015
Environmental Management Transition

2015	2016	2017	2018

September 2015
Released

September 2018
3 year transition

The **ISO 14001**:2015 Best Practice Journey

Step 1: Buy a copy of the standard

Step 2: View the latest whitepapers

Step 3: Attend a transition training course

Step 4: Undergo a self-assessment

Step 5: Track your performance

Step 6: Ask for a BSI GAP Assessment

The new **ISO 14001** standard will:

- Help comply with legislation
- Broaden business opportunities by demonstrating compliance
- Better manage your environmental impact and save on costs

New benefits of ISO 14001:2015

- **Supply Chain and Product Lifecycle** - The standard now looks at the environmental impact of products and services throughout their entire life-cycle. It now addresses the supply chain of the organization to reduce the environmental impact of suppliers.

- **Better planning for risks** - The revised standard now places a greater focus on the identification of risks and opportunities in the planning stage. It involves:
    - Risk mitigation through forward planning and action to reduce environmental impacts
    - Opportunities through innovative thinking to benefit by investing in more sustainable alternatives

- **Improved communication** - The new standard improves communication requirements, ensuring greater internal and external stakeholder engagement.

- **Better integration** – The new revision is structured to allow for better integration with other ISO Management System standards. The revision has identical clauses to other ISO standards, ensuring the requirements can be covered in a single policy manual.

ISO 45001

The new Occupational
Health and Safety Standard

2016	2017	2018	2019

February 2016	Q3 2016	Expected Transition
DIS Published	FDIS Expected	2-3 Years
	Q4 2016	
	Final Standard	

The **ISO 45001**:2016 Best Practice Journey

Step 1: Buy a copy of the standard

Step 2: View the latest whitepapers

Step 3: Attend a training course

Step 4: Undergo a self-assessment

Step 5: Track your performance

Step 6: Ask for a BSI GAP Assessment

The new **ISO 45001** standard will:

- Help your organization comply with legislation
- Improve productivity by improving work conditions
- Reduce the risk, cost and impact of workplace incidents or accidents

What changes can we expect?

ISO 45001 will be adopting the high level framework (Annex SL) to ensure it will be more compatible with other standards such as ISO 9001. The clauses in the new standard will be:

- Clause 1 - Scope
- Clause 2 - Normative references
- Clause 3 - Terms and definitions
- Clause 4 - Context of the organization
- Clause 5 - Leadership
- Clause 6 - Planning
- Clause 7 - Support
- Clause 8 - Operation
- Clause 9 - Performance evaluation
- Clause 10 - Improvement

OHSAS 18001 was originally developed to work seperately from other management systems, but this silo approach has caused problems. This approach is being rectified in the transition to **ISO 45001**, with occupational health and safety now forming a central part of business management.

ISO 45001 will mainly differ from BS OHSAS 18001 in the following ways:

- The inclusion of Annex SL and the language used
- More focus on leadership and management roles
- New risk-based approach

Full Transition Journey

Helping organizations understand, act and embed the new requirements so they can benefit immediately by improving performance, empowering employees and demonstrating best practice to customers.

Step 1

Buy a copy of the standard

Receive a copy of ISO 9001:2015 or ISO 14001:2015

Step 2

Transition Training (1 day)

This training will teach you about the new clauses and structure of the standard including:

• Clause by clause comparison

• Understanding the high level structure

Step 3

Implementing Changes Training (1 day)

This training will allow you to effectively plan your internal audits based on the requirements of the new ISO standard. The details will include:

• The new high-level structure

• Implementation steps

• Evaluation of progress

• Top management involvement

Step 4

Auditor Transition Training (1 day)

This training will enable you to conduct internal audits to the new standards:

• Review case studies

• Techniques for interviewing top management

• Audit planning

• Audit delivery

• Reporting

• Managing change

Step 5

On-site GAP Assessment (1 day)

BSI will visit you on-site and conduct a GAP Assessment to evaluate the readiness of your system and help you identify any omissions prior to a formal assessment.

• Review objectives, policies and procedures

• System requirements

• Implementation

• Findings report

Talk to us about a 4-day transition package

Food Safety
Introducing HACCP & GMP

What is HACCP & GMP?

Hazard Analysis Critical Control Points (HACCP) is a preventative food safety system in which every step in the manufacture, storage and distribution of a food product is scientifically analyzed for microbiological, physical and chemical hazards.

The HACCP scheme meets the requirements of the Codex Alimentarius Commission (CAC) – established by the World Health Organization and the Food and Agriculture Organization of the United Nations to bring together food standards, guidelines and codes of practice to ensure fair trade.

Good Manufacturing Practice (GMP) is a system designed to minimize the risks involved in food production and ensure proper handling through the entire product lifecycle. These practices address personnel, buildings, chemical use, equipment, utensils, facilities and general production and ensure less critical control points in your manufacturing.

Benefits of HACCP

- Helps to manage food safety risks across the whole supply chain
- Assists you to continually monitor your food safety system
- Adds value to your entire supply chain with improved hazard controls
- Reduces your risk of contamination or incidents

12 Steps of HACCP

1. Assemble the HACCP team
2. Describe the product
3. Identify intended use
4. Construct a flow diagram
5. On-site confirmation of flow diagram
6. Conduct a Hazard Analysis (Principle 1)
7. Determine Critical Control Points (CCP) (Principle 2)
8. Establish critical limits for each CCP (Principle 3)
9. Establish a monitoring system for each CCP (Principle 4)
10. Establish corrective actions (Principle 5)
11. Establish verification procedures (Principle 6)
12. Establish documentation and record keeping (Principle 7)

HACCP principles cover three types of hazards:

Biological Hazards include hazards from pathogens such as bacteria, molds, viruses and yeasts. Bacteria such as Salmonella and E-coli are present in many inputs and need to be managed carefully.

Physical Hazards include foreign matter such as glass, metal, wood and plastic being left in food from the production process.

Chemical Hazards can be caused through the misuse of anti-biotics, contamination of sanitizers or cleaning agents, misuse of agriculture chemicals, or environmental contamination from hydrolic fluids.

Where can I get more information?

You can get a copy of the BSI HACCP & GMP Criteria, the self-assessment checklist and a step-by-step guide to certification on our website:
bsigroup.com/en-au/haccp

Organizational Resilience

Organizational Resilience is "the ability of an organization to anticipate, prepare for, respond and adapt to incremental change and sudden disruptions in order to survive and prosper." Mastering Organizational Resilience ensures that your organization will continue to be a success. Organizational Resilience addresses three key domains:

Operational Resilience
Focuses on an organization identifying operational improvements, including performance and sustainability across its products, services and processes.

Supply Chain Resilience
The ability to quantify and mitigate supply chain risk, including procurement, manufacturing, transportation and sales lifecycle, minimizing disruption impact, protecting an organization from financial and reputational exposures.

Information Resilience
Is the management of an organization's information including physical, intellectual and digital, from source to destruction allowing stakeholders to store, access and use information securely and effectively
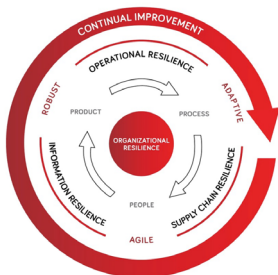
Speak to us, and we can identify how to make your organization more resilient.

- Maturity Analysis - Self Discovery
- GAP Assessment - Reality Check
- Implementation Plan - Prioritization
- Capacity Building - Execution
- Validate and Reporting

Operational Resilience

Operational Resilience focuses on identifying operational improvements, including performance and sustainability, across its products/services and processes in order to meet the needs of its customer, through to how it values its people and governs itself.

ISO 9001 Quality Management	The world's most recognized Quality Management System Standard	**ISO 14001 Environmental Management**	The world's most recognized Environmental Management System Standard
OHSAS 18001 Occupational Health & Safety	OH&S Global Best-Practice	**ISO 13485 Medical Devices**	Good Manufacturing Practice (GMP) for Medical Devices
ISO 20252 Market and Social Research	The International Standard for Market Research	**ISO 55001 Asset Management**	International best-practice for managing physical assets
ISO/TS 29001 Oil and Gas Quality	The world's most recognized Oil and Gas management Standard	**AS 9100 Aerospace Quality**	Quality management for the Aerospace sector
ISO 50001 Energy Management	The world's most recognized Energy Management System Standard	**SA 8000 Social Responsibility**	Manage human rights and working conditions
ISO 20121 Sustainable Events	The pioneer Sustainable Events Management Standard	**ISO 31000 Risk Management**	Mitigate and manage your organizational risk
BS 10500 Anti-Bribery Management	Demonstrate your commitment to Anti-Bribery Management	**ISO 39001 Road Traffic Safety**	The world's first Road Traffic Safety Management Standard
PAS 2050 Product Carbon Footprinting	Demonstrate your commitment to carbon offset	**TISSE 2012 Standard for Service Excellence**	Perform at the height of customer service and improve your business
SRA Sustainabilty Report Assurance	Ensure your sustainability reporting is aligned with Global Best-practice	**PAS 2060 Carbon Neutrality/GHG Emissions**	Prove your business's Carbon Neutrality
DIS/ISO 14046 Water Footprinting	The International Standard to address your water footprint impact	**ISO 14064 GHG Emissions Verification**	Accurate emissions data helps prove your sustainability efforts
ISO 14051 Material Flow Cost Accounting	Demonstrate your commitment to carbon offset		

Supply Chain Resilience

BSI Verifeye.

Our **on-site supplier verification** services gives your organization third-party visibility to effectively manage your supply chain and enterprise risks. Our verification audits give you cost-effective assurance that your suppliers are not exposing your brand to potential risks through accidental or intentional misrepresentation.

SCREEN Intelligence.

Determine Country Risk using our web-based intelligence platform with Country Risk Maps for social, environmental and security issues. This web-based tool assists companies in identifying and understanding their supply chain security, business continuity and corporate social responsibility needs and threats.

Supplier Compliance Manager.

Supplier Compliance Manager® is our **web-based audit platform** which manages Supplier Profiles, Audit Schedules, Reporting, CAPA Process, Risk Assessment and dashboards for benchmarking and KPI analysis. Features include a checklist builder, a risk profile calculator, on-demand reporting and risk analysis tools.

BSI Verify Profile	Enabling supply chain visibility
Social Compliance Audits	[SA 8000, BSCI, Sedex, EICC and Client Specific]

Security - CTPAT	[Customs Trade Protection Against Terrorism]
Client-Specific Supplier Audits	2nd Party Auditing against specific and customized schemes
PAS 7000 Supplier Pre-qualification	Ensure your supply chain meets global best practice

Information Resilience

Information Resilience is the management of an organization's information throughout its lifecycle, from source to destruction. Effective Information Security allows users to store, access and use information securely and effectively.

ISO/IEC 27001 Information Security	The world's most popular Information Management System
ICSA Star Certification	Certification for Cloud Service Providers
BIM Building Information Modelling	Building Information Modelling (BIM) Verification
ISO 22301 Business Continuity Management	Managing risk of business distribution to ensure its continuity
ISO/IEC 20000 IT Service Management	The world's most recognized IT Service Management Standard

Food Schemes

We're the world's leading provider of food safety, quality and sustainability training and certification. From HACCP to supplier standards, we'll help you meet customer requirements and ensure your food products meet global food safety best practice.

Food Safety Program HACCP	Reduce your risk of food contamination and keep your customers safe
SQF Safe Quality Food	Demonstrate your commitment to Food Safety and Quality
BRC Global Standards	Bring your food and agri-food business to the world
Freshcare	Freshcare Food Safety and Environment
RSPO Sustainable Palm Oil	Show your commitment to the production and supply of sustainable palm oil
Spotless	Spotless Food Safety Standard for Suppliers
ISO/FSSC 22000 Food Safety	The world's fastest growing Food Safety Management Standard
GlobalGAP	A Global Food Safety Initiative (GFSI) Standard
PAS 96 (TACCP)	Protect your production and supply chain with TACCP
WQA - Woolworths Quality Assurance	Ensure your food business is certified and supply to Woolworths
Gluten-Free Certification Program	Ensure your food is safe for those with Celiac's Disease

Product Certification

As a fully JAS-ANZ Accredited Certification Body, BSI offers a full range of testing and certification services from research and development, pre-production, prototype, batch and audit to full compliance testing. BSI has one of the widest testing and certification capabilities in the world.

Benchmark - Gain Access to Australia and New Zealand
A recognized and respected symbol of quality and safety that indicates that BSI has conducted a rigorous audit of a companies manufacturing and their products comply with the appropriate Standard. Available for a range of products including fire and safety equipment, construction materials, children's products, automotive parts, PPE and more.

BSI Kitemark™ - Gain Access to Global and UK markets
BSI Kitemark™ is available for many industries and sectors, including automotive, construction, electrical, emergency lighting and luminairies, energy, IT and digital transactions, PPE, services and more. A Global World Renowned Product and Service Certification Mark.

CE marking - Gain Access to Europe
We can help you gain access to the European market by ensuring your product meets all the CE mark requirements. CE marking allows you to sell your product in the countries of the European Economic Area (EEA).

Audit frequency
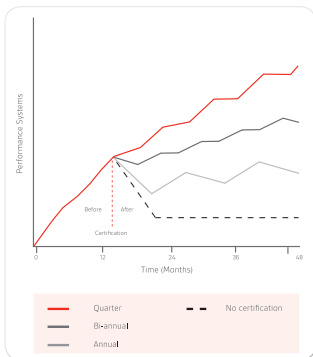
BSI certification demonstrates to your clients, suppliers and investors that you're committed to best practice.

The most suitable audit frequency depends on your system maturity and risk level.

Every 4 Months
Recommended for new startups, higher risk business, new to management systems with frequent changes in processes, systems and people, or franchise/multi-site businesses wishing to embed good behavior quickly.

Every 6 Months
Recommended as best practice for stable companies with minimal change to systems and processes. Facilitates continuous improvement and embeds good behavior.

Every 9 Months
Recommended for very mature organizations with established systems looking to audit and view their performance at different seasons and cycles.

Annual
Industry minimum.

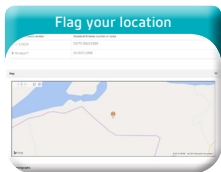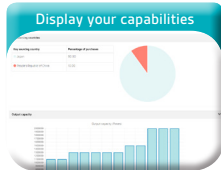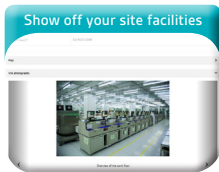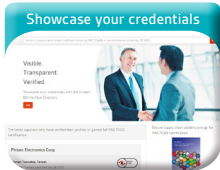# BSI VerifEye Profile Directory

Enabling Supply Chain Visibility

The BSI VerifEye™ Directory was developed in response to the industry demand for greater visibility and traceability.

Your trusted BSI VerifEye™ profile weblink turns your certifications, site photos, and business credentials into a positive marketing tool, providing trust and confidence.
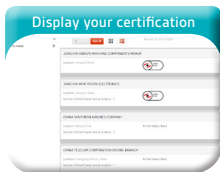
- Inspires trust in your business with a verified profile
- Promote your products and services globally
- Find new clients and markets

Invite your suppliers to join the BSI VerifEye™ Directory to gain greater visibility and know who you are dealing with.

Talk to us if you'd like more information about the BSI VerifEye directory, or you can read more on our website: bsigroup.com/en-au

Showcase your credentials

Show off your site facilities

Display your capabilities

Flag your location

Talk to us if you'd like more information about the BSI VerifEye directory

Display your certification

BSI Action Manager.

Powered by Entropy™

BSI Action Manager is a cloud-based business improvement tool that enables organizations to capture, track and maintain accurate audit findings, such as observations, non-conformances, and other associated records.

In addition, powerful analytics, reporting capabilities, and dashboards offer real-time visibility into the remediation process – from initiation to closure. BSI Action Manager aligns with other management system related processes such as audits, non-conformities, incident management, and even key findings raised from your BSI audit.

No matter where an issue originates, or how many departments it touches, BSI Action Manager can effectively manage its resolution.

Some of the benefits are:

- Faster closeout of actions
- Enhanced task management
- Visibility into operations
- Resource and time optimization
- Effective compliance

Entropy™ Software

Compliance Management

Knowledge Management

Action Manager
Powered by Entropy™ Software
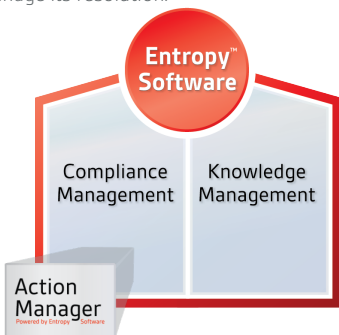
Reduce costs | Maintain compliance | Analyze trends

- Clients in 182 countries
- 76 offices worldwide
- 3 regional hubs:
  - UK
  - US
  - Hong Kong
- Global key account management
- Facilitating governance, risk & compliance
- Certifying and verifying global suppliers
- Global business partner of choice

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