



M2TD takes quality to a whole new level

“The importance of quality management should not be underestimated, since those organizations whose products and services consistently meet customers requirements and whose quality is consistently improved, are more easily able to differentiate themselves from their competition. M2TD Consulting has joined these ranks, having been awarded an ISO 9001 certification by BSI South Africa.”

- **David Matshane, CEO**

Customer Background

Established a decade ago, M2TD Consulting is a level 1 BBBEE organization with 100% black women ownership and is a well-respected specialist in the data field. The company operates both locally and internationally and partners with global blue chip organizations to deliver best-in-class solutions tailored to meet clients' precise requirements.

Their focus includes all aspects of information protection, availability and compliance, ensuring that client data is stored, moved, secured, analyzed and integrated according to business requirements.

Their five solutions, 'the five pillars' or SMSA-I, are related to IT storage, movement, security, analysis and integration.



Why Certification?

"I believe the ISO 9001: 2015 certification will help us to stand out from the crowd, as it is clear evidence that our governance, efficiencies and business processes have been significantly improved.

Thus, we can assure clients that their data is stored, moved, secured, analyzed and integrated according to world class standards." - **David Matshane, CEO**

Implementation Process

The company undertook a rigorous and complex three-phased approach to achieve this certification. Initially, they needed to ensure complete alignment across the organization, followed by performing a gap analysis to determine what was available and what was required.

Once these gaps were closed, it was necessary to conduct both internal and external audits to ensure they met the requirements of the certification.

This approach entailed significant training for various individuals within the business, as well as the implementation of change management to ensure that all employees understood the modifications that were made to the company's business processes. In essence, it was about getting everyone involved to ensure they were all singing from the same hymn sheet.

It is equally critical to have commitment from the management team, and for the board to display leadership qualities, as this creates a following within the organization and allows the new behaviour to become part of the company culture.

Benefits

"The ISO certification gives us much more confidence in the quality we deliver in respect of everything we do, say and touch. Moreover, it essentially provides us with a ticket to the game in the marketplace we play in, namely the world of governance, which tends to be dominated by the large multinationals that are our direct competitors". Matshane adds that the company is particularly thrilled with the impact this certification will have on its credibility with key international partners.

What's next?

"What is really exciting is that we view this certification as only the beginning - our next target is to attain the ISO 27000 certification, which is strongly focused on security. As an ICT security specialist, we are eager to obtain a certification like this, which addresses our compliance to security regulations. In this age of ever-increasing security threats and cyber attacks, ensuring we attain the relevant certification here is definitely the next step forward on our path of growth." - **David Matshane, CEO**



M2TD certificate handover