




# Bottom line a priority?

Make ISO 9001 from BSI your first choice.

**bsi.**

...making excellence a habit.™



# 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 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.

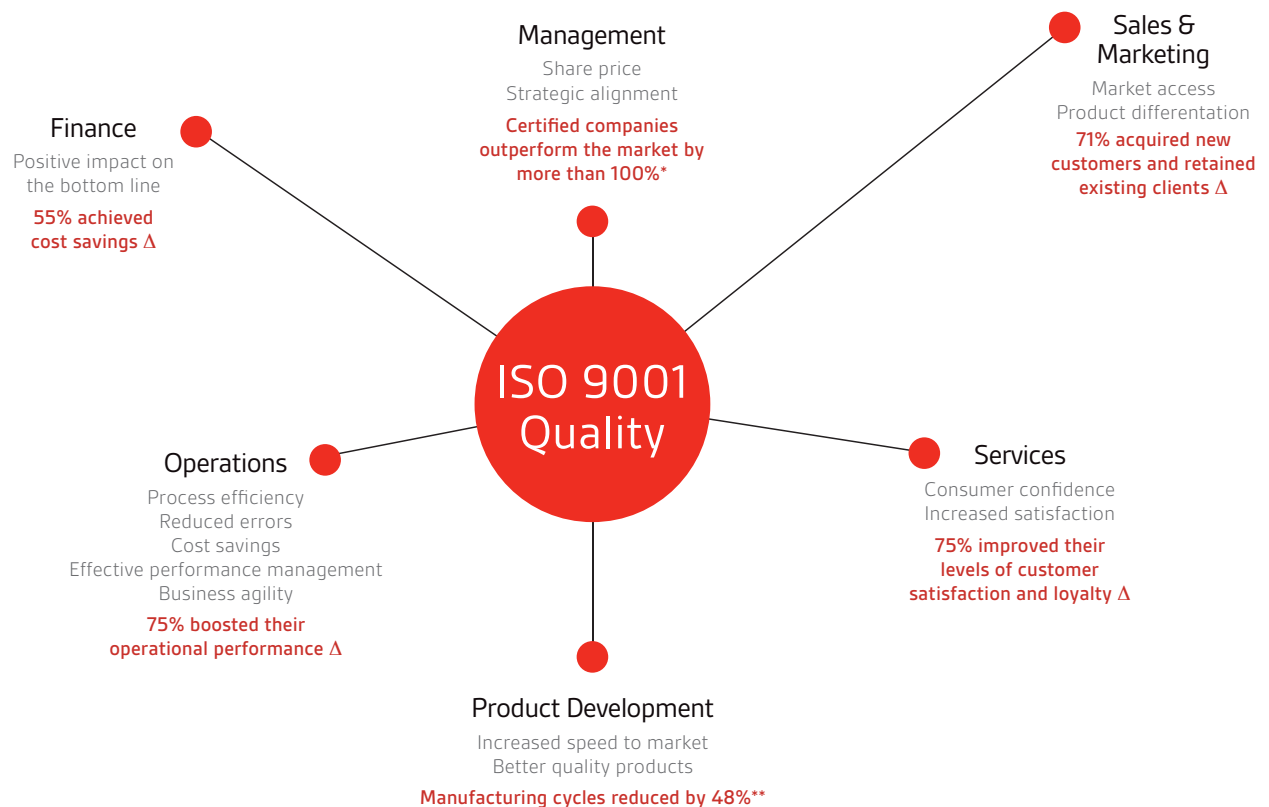
# If you're striving for success it's time to consider ISO 9001.

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.

Whatever sector you operate in, from manufacturing to services, companies that work with BSI 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 recognised 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.  $\Delta$  BSI Benefit Survey 2011 † BSI Customer Satisfaction Survey 2012.

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 can be customised 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.

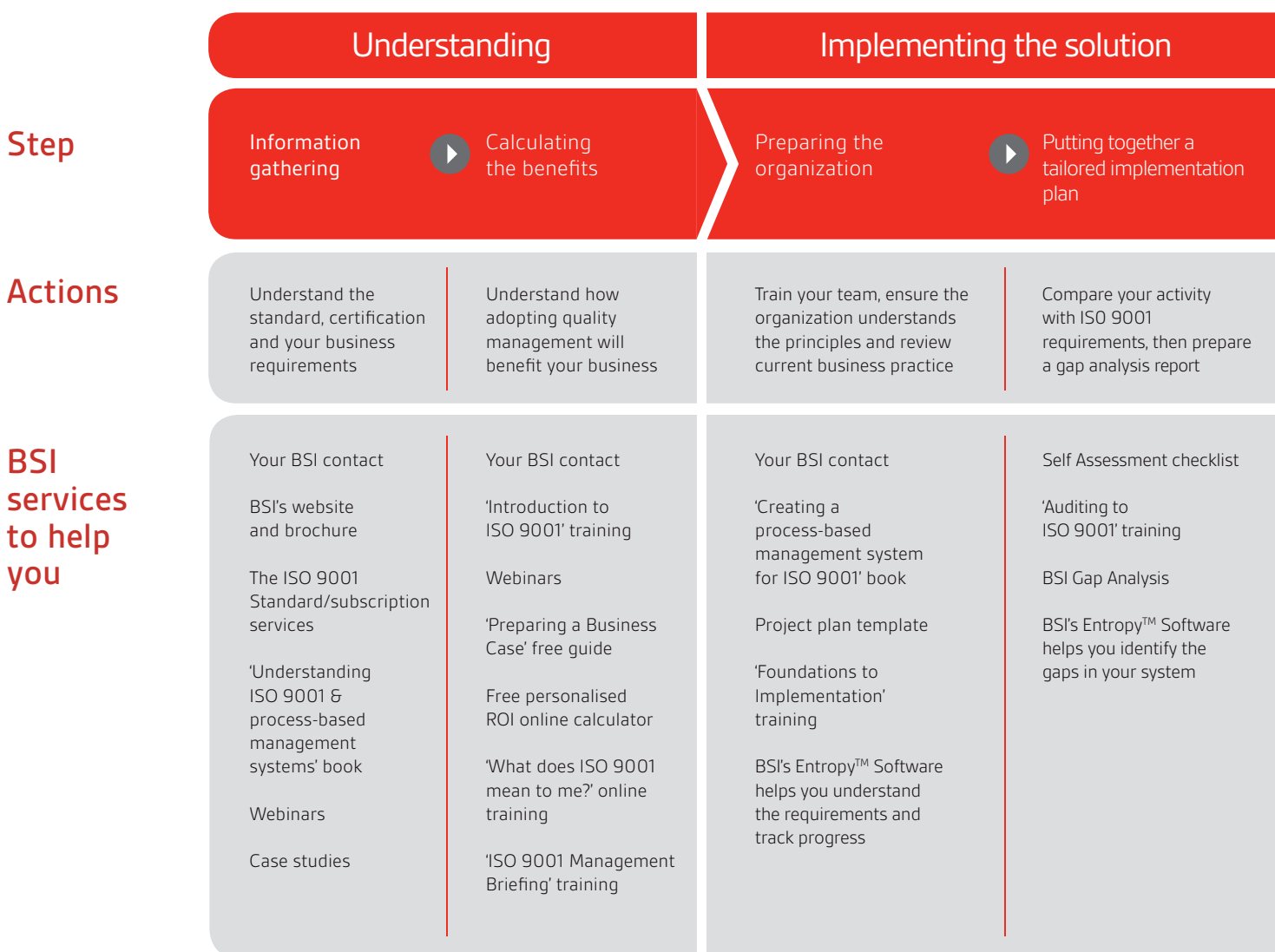
In close partnership with your BSI team we can take you through the process, from understanding the requirements and implementation to securing certification. And from there, we can help make sure your system keeps delivering the best for your business.

Our clients choose BSI for our

- Reputation
- Knowledge and expertise
- Quality of assessment

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





## Getting certified

## Making excellence a habit

Running the system



Proving it's working

Looking for opportunities for continual improvement

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

Your BSI contact

'Auditing for ISO 9001' book

'ISO 9001 Internal Auditor' training

BSI's Entropy™ Software helps you effectively manage your systems and drive performance

BSI Certification Assessment

'Lean Six Sigma' training helps you keep your processes lean and helps deliver faster results

'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

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

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Committing to ISO 9001 Quality Management is the right choice for business. We can 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.

And it's cost effective because you don't have to buy each product separately. From information to implementation, you can choose an ISO 9001 toolkit to help get you where you want to be.

## Using our toolkits makes it easy

We offer five toolkits that combine different products and services to suit your different needs, however much or little you know about quality management.

## Put yourself in the know with the people who know best.

If improving your bottom line is your first priority, ISO 9001 is just one of the products and services you should consider. We have a portfolio of products that spans a wide range of business needs. We'd be happy to talk you through the options and the benefits they will bring.

**Quality Management ISO 9001** **STC**

**Food Safety ISO 22000** **STC**

**IT Service Management ISO/IEC 20000** **STC**

**Medical Devices ISO 13485** **STC**

**Automotive ISO/TS 16949** **STC**

**Aerospace AS 9100/9110/9120** **STC**

**Telecoms TL 9000** **TC**

**Oil and Gas ISO 29001** **SC**

**Kitemark** **C**

**CE Marking** **C**

**Key:** Standard **S** Training **T**

Certification **C**

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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](http://www.bsigroup.com) and use our free ROI calculator to see how much you could save by investing in ISO 9001 with BSI.

**Find out more:**

**Call: +6 03 9212 9638**

**Visit: [www.bsigroup.com.my](http://www.bsigroup.com.my)**

