Global System Certification Schemes

A comprehensive guide to BSI's services

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...making excellence a habit.™

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How BSI can help your **business improve**

Standards are a trusted source of best practice, covering the business issues that matter. Standards are frameworks developed by experts from industry that are designed to benefit your business.

As the world's first National Standards Body, BSI has shaped the majority of the most widely used standards in many areas including Information Security, Business Continuity and Environmental Management.

But our work doesn't stop there. Our end-to-end business services help you embed these frameworks into your organization and our certification process provides a trusted badge to show your credentials to your clients.

The critical link between all of this is our people. Our global network of 4,000 experts have a wealth of experience in standards, their implementation and certification. Every year we spend over 1,000,000 hours working with 70,000 clients in 150 countries, so we see our standards in action, every day. We understand the challenges, pitfalls and successes that businesses face, so by choosing BSI you don't just learn from our experience, but from that of all our clients around the world.

View our corporate brochure and video **here**

Why Choose BSI | Performance | Sustainability | Risk | Medical Devices | Entropy™ Software | Sectors | Business Themes

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10 reasons to **choose BSI**

1 Relevant:
We're the business standards company that helps organizations by improving performance, managing risk more effectively and enabling sustainable growth

2 Global network:
We help you grow internationally and manage compliance throughout your supply chain

3 Over 100 years' experience:
The world's first National Standards Body and a founding member of ISO

4 Leading Global Standards Creation Body: We shape British (BS), European (EN), International (ISO), Publically Available Specifications (PAS) and Private Standards

5 Complete:
We offer end-to-end solutions from standards writing to training, assessment and ongoing support services

6 Industry thought leaders:
We continue to shape the world's most widely adopted standards, so you can stay ahead

7 Connected:
Lobbying and assisting governments to help promote the role of standards alongside regulation

8 Committed:
Helping business communities develop standards to self-regulate and harmonize

9 Trusted:
A Royal Charter Company that re-invests any profits to create new standards and improve clients' experience of working with BSI

10 Our credo:
'Making Excellence a Habit' is our commitment to excellence in client service and innovation

BSI Performance Portfolio

BSI clients have found adopting BSI's performance management products and services can be the backbone to creating a more successful business. They profit from more satisfied customers and benefit from more efficient ways of working, better cost control, and faster and more effective implementation of new working practices.

Independent research from leading academic institutions shows that ISO 9001 certified organizations significantly outperform others both in terms of Return on Sales and Return on Investment driving revenue up and costs down.

Quality Management

Aerospace Quality Management

Automotive Quality Management

Telecomms Quality Management

Oil And Gas Management

Integrated Business Excellence

Collaborative Relationships

Information Service Management

Asset Management

Complaints Management

Contact Centre Management

Quality Management – **ISO 9001**

Fact

75% of BSI clients experience increased customer loyalty and improved operational performance by implementing an ISO 9001 quality management system

Your business will need certification to ISO 9001 if:

Customer satisfaction, quality products and operational efficiency are at the heart of your business

What is ISO 9001?

- ISO 9001 is the internationally recognized standard for quality management

- ISO 9001 – which started life at BSI in 1979 as BS 5750 – is now recognized as the world's most successful standard having been adopted by more than one million organizations in 178 countries

- ISO 9001 is applicable to all industry sectors, from manufacturing to services, and all sizes of business

Why implement ISO 9001?

- **Improved customer satisfaction and new business:** 75% of BSI clients improved their levels of customer satisfaction and loyalty by implementing ISO 9001

- **Cost savings and efficiencies:** 55% of BSI clients quote cost savings as a result of more efficient business processes and streamline operations and 75% boosted their operational performance

- **Stakeholder confidence:** reassurance to stakeholders that the business is being run in a structured, efficient and profitable way

- **Increased profitability:** business tool for gaining competitive edge and enhancing brand reputation

Click here to view all **ISO 9001** supporting material available to help clients on their quality management journey

*BSI Excellerator research 2011

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Quality Management – **ISO 9001**

bsi. ISO 9001 Quality Management

Understanding		Implementing the solution		Getting certified		Making excellence a habit

Step

Information gathering ▶ Calculating the benefits	Preparing the organization ▶ Putting together a tailored implementation plan	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

| The ISO 9001 Standard/subscription services

'Understanding ISO 9001 & process-based management systems' book

Case studies | 'Introduction to ISO 9001' training

'Preparing a Business Case' free guide

Free personalised ROI online calculator

'What does ISO 9001 mean to me?' online training

'ISO 9001 Management Briefing' training | 'Creating a process-based management system for ISO 9001' book

Project plan template

'Foundations to Implementation' training

BSI's Entropy™ Software helps you understand the requirements and track progress | Self Assessment checklist

'Auditing to ISO 9001' training

BSI Gap Analysis

BSI's Entropy™ Software helps you identify the gaps in your system | '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 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 |
|---|---|---|---|---|---|---|

- **Click here** to download the ISO 9001 customer brochure
- **Click here** to visit BSI's quality management web page
- **Click here** to see the standard and publications available

- **Click here** to view BSI's ISO 9001 training solutions
- **Click here** to view all ISO 9001 case studies
- **Click here** to view all ISO 9001 resources

Aerospace Quality Management – **AS/EN 9100** series

Fact

Most major aerospace manufacturers and suppliers worldwide require compliance and/or certification to AS/EN 9100 as a condition of doing business with them

Your business will need certification to AS/EN 9100 if:

You want to grow your business and need to address the specific regulatory, safety and reliability requirements demanded by the aerospace sector

What is AS/EN 9100 series?

- The aerospace standards are a series based on ISO 9001 and developed by the International Aerospace Quality Group (IAQG)

- They provide international consistency and address the specific regulatory, safety and reliability requirements demanded by the aerospace sector

- AS 9100 (BS EN 9100) is used by aerospace companies of all types and sizes, including manufacturing, maintenance and distribution

Why implement AS/EN 9100 series?

- **Inclusion:** on the Online Aerospace Supplier Information System (OASIS) database

- **Assured licence to trade:** ability to meet the requirements of the aerospace industry

- **Greater international growth and sales:** standard allows for commonality throughout the industry, allowing opportunities for increased trade and co-operation overseas

- **Improved management of risks:** ensures compliance with a system supported by regulatory authorities to mitigate your risks

- **Click here** to download AS/EN 9100 series customer brochure
- **Click here** to visit BSI's aerospace quality management web page
- **Click here** to see the standard and publications available
- **Click here** to view BSI's AS/EN 9100 series training solutions

bsi. AS/EN 9100 Series Aerospace

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Automotive Quality Management – **ISO/TS 16949**

Fact

The introduction of ISO/TS 16949 has resulted in substantial improvements in all aspects of quality, delivery and overall efficiency throughout the supply chain

Your business will need certification to ISO/TS 16949 if:

You are looking to grow your business, or operate internationally and wish to reduce costs, improve quality and compete more effectively.

What is ISO/TS 16949?

- ISO/TS 16949 is the globally recognized quality management standard for the automotive industry

- Based on ISO 9001 it brings together standards from across Europe and the US to create a best practice framework with regards to the design, development, manufacture, installation or servicing of automotive products

- The standard has been developed by the International Automotive Task Force (IATF) which includes some of the world's largest car manufacturers including BMW, Chrysler and General Motors

- **Click here** to download the ISO/TS 16949 customer brochure
- **Click here** to visit BSI's automotive quality management web page
- **Click here** to see the standard and publications available

Why implement ISO/TS 16949?

- **Enhanced corporate reputation** - by demonstrating compliance with industry and legal requirements with the recognized mark of quality excellence for the automotive industry

- **Improved customer satisfaction** - through delivery of products that consistently meet customer requirements

- **Ability to win more business** - via easier access to global markets and new business and investment prospects

- **Improved operational processes and greater efficiency** - through implementation of a single management system and reduced audit requirements

- **Improved risk management** - through greater consistency and traceability of products and services.

bsi. TS 16949 Automotive Quality Management

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Telecommunications Quality Management – **TL 9000**

Fact

TL 9000 is a response to product and service failures experienced within the telecommunications industry and was developed by the Quality Excellence for Suppliers of Telecommunications (QuEST) Leadership Forum

Your business will need certification to TL 9000 if:

You hope to grow your business or wish to demonstrate a commitment to providing consistently high quality products and services to your customers.

What is TL 9000?

- TL 9000 is a quality management standard which has been designed specifically for the telecommunications industry and is based around ISO 9001

- The standard was introduced in order to reduce the annual cost of poor quality within the telecommunications industry

- TL 9000 defines the telecommunications quality system requirements for the design, development, production, delivery, installation and maintenance of products and services

Why implement TL 9000?

- **Enhanced delivery of service:** more reliable and consistent operation

- **Improved business efficiency:** cost reduction, faster delivery and increased revenue

- **More competitive market offering:** better service at lower cost

- **Easier access to new business opportunities:** through demonstration of best practice processes

- **Click here** to visit BSI's telecomms quality management web page

bsi.
TL
9000
Telecommunications
Quality Management
System

Oil and Gas Quality Management – **ISO/TS 29001**

Fact

The oil and gas industry is one of the most exposed to catastrophic risks. Certification is voluntary however implementation gives a clear demonstration of a commitment to safety and best practice management

Your business will need certification to ISO/TS 29001 if:

If you want to demonstrate compliance with statutory/ regulatory requirements and prove your integrity within the supply chain

What is ISO/TS 29001?

- ISO/TS 29001 defines the quality management system requirements for the design, development, production, installation and service of products for the petroleum, petrochemical and natural gas industries

- This was developed as a direct result of a partnership between ISO and the international oil and gas industry led by the American Petroleum Institute

- The ISO/TS 29001 standard is based on ISO 9001 and incorporates supplementary requirements emphasising defect prevention and the reduction of variation and waste from service providers

Why implement ISO/TS 29001?

- **Enhanced delivery of service:** more reliable and consistent operation

- **Improved business efficiency:** cost reduction, faster delivery and increased revenue

- **More competitive market offering:** better service at lower cost

- **Easier access to new business opportunities:** through demonstration of best practice processes

- **Click here** to visit BSI's oil and gas quality management web page
- **Click here** to see the standard and publications available

bsi.
ISO
29001
Oil and Gas

Integrated Business Excellence – **PAS 99**

Fact

25% of BSI's ISO 9001 clients buy additional certifications for standards to enhance and integrate different elements of best practice business performance*

Your business will need certification to PAS 99 if:

You operate more than one management system and wish to adopt a more holistic and cost effective approach to managing your business

What is PAS 99?

- PAS 99 is the internationally recognized specification for integrated management

- It helps organizations with more than one management system streamline their operations and reduce duplication of work

- PAS 99 allows an organization to align it's common management system requirements and processes

- This gives an organization an improved overview of its business, so it can better manage risk

Why implement PAS 99?

- **Streamlined policies and procedures:** channel activities into 'one' workable management system for quick decision making, less duplication of activities and less conflict between business systems

- **Financial performance:** increased profitability due to lower costs, improved productivity, risk control and reduced number of audits

- **Improved communication:** simplicity and uniformity of management structure, greater transparency, action planning and participation

- **Corporate reputation:** increased customer and stakeholder satisfaction by demonstrating there are best practice processes in place

Click here to view all **PAS 99** supporting material available to help clients on their integrated business excellence journey

*BSI Excellerator research 2011

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Integrated Business Excellence – **PAS 99**

bsi. PAS 99 Integrated Management Systems

	Understanding		Implementing the solution		Getting certified		Making excellence a habit
Step	Information gathering	► Calculating the benefits	Preparing the organization	► Putting together a tailored implementation plan	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 an integrated approach to management systems will benefit your business	Train your team, ensure the organization understands the principles and review current business practice	Compare your activity with PAS 99 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	BSI's website and brochure PAS 99 Standard/ subscription services PAS 99 Features and Benefits Guide	Webinars Case studies	IMS: A framework for integrated management systems. Background to PAS 99 and its application. Integrated management systems series' book BSI Associate Consultant Programme Self-Assessment checklist BSI's Entropy™ Software helps you understand the requirements and track progress	IMS: Implementing and operating using PAS 99. Integrated management systems series' book BSI's Entropy™ Software helps you identify the gaps in your system	BSI Gap Analysis BSI's Entropy™ Software helps you effectively manage your systems and drive performance	BSI Certification Assessment BSI's Entropy™ Software helps you effectively manage your systems and drive performance	BSI's Entropy™ Software helps you effectively manage your systems and drive performance 'IMS: Continual improvement through auditing. Integrated management systems series' book

- **Click here** to visit BSI's integrated business excellence management web page
- **Click here** to see the standard and publications available
- **Click here** to view PAS 99 case studies

Collaborative Business Relationships – **BS 11000**

Fact

Collaborative working is a growing trend amongst businesses who develop partnerships with others in order to deliver long term strategic projects

Your business will need **certification to BS 11000** if:

You are reliant on any number of suppliers, if you play a critical part in a supply chain or if you want to get involved in larger projects

What is BS 11000?

- BS 11000 is the recognized standard for ensuring mutually beneficial business collaboration appropriate for businesses of all sizes

- The standard helps organizations choose appropriate business partners and develop a working relationship based on joint objectives

- BS 11000 can also improve business performance by reducing costs, encouraging the shared use of resources, reducing risk and enhancing opportunities for innovation

- Working to this standard, projects are more likely to be delivered efficiently, within budget and to a consistently high standard

Why implement BS 11000?

- **Shared costs, resources and responsibilities:** improved information sharing and development of activities for mutual benefit

- **Improved market access:** opens doors for suppliers to new opportunities and the ability to compete for bigger contracts

- **Reduced risk of project failure:** better cost control and improved risk management

- **Enhanced performance and innovation:** enables an organization to achieve more than it could do alone

Click here to view all **BS 11000** supporting material available to help clients on their collaborative business relationships journey

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Collaborative Business Relationships – **BS 11000**

bsi. | BS 11000 Collaborative Business Relationships

Understanding	Implementing the solution	Getting certified	Making excellence a habit

Step

Information gathering ▶ Calculating the benefits	Preparing the organization ▶ Putting together a tailored implementation plan	Running the system ▶ Proving it's working	Looking for opportunities for continual improvement

Actions

Understand the standard, certification and your business requirements	Understanding how collaborative relationships will benefit your business	Train your team, ensure the organization understands the principles and review current business practice	Compare your activity with BS 11000 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

BS 11000 Standard/ subscription services BS 11000 Features and Benefits guide Case studies	BS 11000 Executive briefing 'Introduction to BS 11000' training course Smart Guide to Collaborative Business Relationships' whitepaper Case studies	'Implementing BS 11000' training course BSI Associate Consultant Programme Self-Assessment checklist BSI's Entropy™ Software helps you understand the requirements and track progress	'BS 11000-2:2011 standard: Guide to implementing BS 11000-1' BSI's Entropy™ Software helps you identify the gaps in your system	BSI Gap Analysis BSI's Entropy™ Software helps you effectively manage your systems and drive performance	BSI Certification Assessment BSI's Entropy™ Software helps you effectively manage your systems and drive performance	BSI's Entropy™ Software helps you effectively manage your systems and drive performance

- **Click here** to download the BS 11000 customer brochure
- **Click here** to visit BSI's collaborative business relationships web page
- **Click here** to see the standard and publications available

- **Click here** to view BSI's BS 11000 training solutions
- **Click here** to view BS 11000 case studies
- **Click here** to view all BS 11000 resources

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Information Service Management – **ISO/IEC 20000**

Fact
The adoption of ISO/IEC 20000 has grown rapidly in the international arena for both internal and external IT service providers and it has become a competitive differentiator for delivery of IT services

Your business will need certification to ISO/IEC 20000 if:

You wish to deliver continual improvement in the quality of IT services provided and increase business and customer confidence in your organization as a service provider

What is ISO/IEC 20000?

- ISO/IEC 20000 is the first internationally recognized standard for IT service management

- The standard outlines how to implement IT services that are driven by and support business objectives – rather than just technology needs

- Both parts of the standard have been revised to support ITIL – helping organizations increase capacity and performance

Why implement ISO/IEC 20000?

- **Robust business framework:** internationally recognized best practice structure for IT service management

- **Improved integration:** of people, processes and technology to support business goals

- **Consistently high service levels:** measured and maintained through effective controls

- **Compatibility with Information Technology Infrastructure Library (ITIL):** supports ethos of continual improvement

- **Click here** to download the ISO/IEC 20000 customer brochure
- **Click here** to visit BSI's IT service management web page
- **Click here** to see the standard and publications available
- **Click here** to view BSI's ISO/IEC 20000 training solutions

bsi. ISO/IEC 20000-1
Information Technology Service Management

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Asset Management – **PAS 55** (*due to become ISO 55001 early 2014*)

Fact
Significant amounts of money and time are spent managing business critical assets each year

Your business will need certification to PAS 55 if:
You are responsbile for managing a number of assets and asset systems and want to enhance their performance and reduce risks and expenditure over their lifecycles

What is PAS 55?

- PAS 55 is the internationally recognized best practice specification for asset management

- It provides clear guidance on building a management system that brings strategy and day-to-day action together, allowing you to run a more efficient business

- The specification applies to any organization where physical assets are central to the business

- PAS 55 has been adopted by many industries worldwide, including utilities, mining and manufacturing

Why implement PAS 55?

- **Enhanced financial performance:** evidence that the investment and expenditure on assets is in accordance with the company business strategy

- **Demonstration of corporate governance:** through independent verification of safety critical system compliance

- **Mitigation of risk:** evidence for regulators and other stakeholders that assets are being appropriately maintained and risks are being addressed

- **Improved cost management:** through optimization of investment and maintenance for required operational and safety performance

- **Click here** to visit BSI's asset management web page
- **Click here** to see the standard and publications available

UK certification only

bsi.
PAS 55 Asset Management

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Complaints Management – **ISO 10002**

Fact

86% of customers are more likely to purchase something following a good customer experience and **64%** are unlikely to repurchase something if they are very dissatisfied with the customer service interaction*

Your business will need certification to ISO 10002 if:

You want to identify complaints, their cause and how to eliminate them and making sure that more customers are satisfied with the service you provide

What is ISO 10002?

- ISO 10002 provides a framework for a high quality and reliable complaints management system

- The standard allows a business to identify areas for improvement and the root cause of complaints

- It outlines management controls and processes to handle customer complaints more effectively and efficiently and achieve continual business improvement

- ISO 10002 is intended for use by organizations of all sizes and in all sectors

Why implement ISO 10002?

- **Operational efficiency:** provides a consistent approach to handling customer queries, monitoring and continually improving handling processes by identifying trends and causes of complaints

- **Customer retention:** allows a more customer-focused approach - better complaint resolution is likely to lead to greater customer loyalty

- **Employee motivation:** encourages enhanced staff engagement as a result of new customer service training opportunities

- **Corporate reputation:** demonstrates commitment to managing customer care issues and processes and an improved ability handle, analyse and review complaints

- **Click here** to visit BSI's complaints management web page
- **Click here** to see the standard and publications available

*2012 study by the Temkin Group

bsi. ISO 10002 Customer Satisfaction Management

Contact Centre Management – **CCA Global Standard**®

Fact
Rude staff are the most common reason for poor customer service by over 50% of UK customers, followed by timeliness and the inability to fix a customer's reported problems*

Your business will need certification to CCA Global Standard® if:

You wish to introduce an independent health check and benchmarking tool to understand the performance of your customer service centre

What is CCA Global Standard®?

- CCA Global Standard© is a set of key principles, which have been defined and agreed by industry experts and stakeholders that use contact centres as the main communication point with their customers

- The standard was created by the Customer Contact Association (CCA), the UK's professional body for contact centres

- It outlines a best practice management framework for improving performance, efficiency and customer service in contact centres

- The CCA Global Standard® is used predominantly in the UK but also in contact centres all over the world

Why implement CCA Global Standard®?

- **Business efficiency:** improve policies and processes to achieve best practice

- **Cost management:** cut operational costs through better financial and continuity planning

- **Improve communication:** to create a better working environment

- **Employee engagement:** identify opportunities for staff training and career development

- **Corporate reputation:** better performance builds credibility as a reliable service provider

- **Click here** to visit BSI's contact centre management web page
- **Click here** to visit the CCA website

*2011 Cognito report

BSI Sustainability Portfolio

BSI can help organizations deliver considerable environmental, economic and social benefits by providing a framework for managing sustainability, whatever the size, sector or geographical location of the business.

The BSI sustainability portfolio helps organizations identify and manage how the business impacts on the environment and community, understand relevant legislation and drive the business to develop and implement robust policies to improve resource efficiency. By doing so, our client research shows they can also benefit from significant cost savings.

Learn more about the fundamental sustainability issues facing businesses and how standards can help - **view our Sustainability brochure here**.

- Environmental Management
- Energy Management
- Sustainable Events Management
- Carbon Footprint - Organizational
- Greenhouse Gas Emissions Verification
- Carbon Neutrality
- Eco Management and Audit Scheme
- Water Footprinting
- Roundtable on Sustainable Palm Oil
- Social Accountability

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Environmental Management – **ISO 14001**

Fact

The environmental impact of doing business costs the global economy £3.1 trillion a year*

Your business will need certification to ISO 14001 if:

Your business activities have a potential impact on the environment and need to demonstrate compliance with legal requirements

What is ISO 14001?

- ISO 14001 is the globally recognized standard for environmental management

- It helps businesses manage their environmental performance to better control environmental impacts, reduce the risk of potentially costly incidents and fines and ensure compliance with environmental legislation

- The standard is applicable to all industry sectors, from manufacturing to services, and all sizes of business

Why implement ISO 14001?

- **Cost savings:** reduced operating costs and waste leads to improvements to the bottom line of the business (66%** BSI clients agree)

- **Improved sales:** helps attract new customers (75%** BSI clients agree) and improves chances of qualifying for tender opportunities

- **Legal compliance:** reduction in permit violations (84%** BSI clients agree)

- **Corporate reputation:** mproved company image (65%** BSI clients agree)

Click here to view all **ISO 14001** supporting material available to help clients on their environmental management journey

*2013 Report from TEEB Coalition backed by the Group of Eight economic powers and the United Nations Environment Program   ** BSI Excellerator Report 2011

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Environmental Management – **ISO 14001**

bsi. ISO 14001 Environmental Management

Understanding		Implementing the solution		Getting certified		Making excellence a habit
Step						
Information gathering ▶	Calculating the benefits	Preparing the organization ▶	Putting together a tailored implementation plan	Running the system ▶	Proving its working	Looking for opportunities for continual improvement
Actions						
Understand the standard, certification and your business requirements	Understand how adopting environmental management will benefit your business	Train your team, ensure the organization understands the principles and review current business practice	Compare your activity with ISO 14001 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						
ISO 14001 Standard/ Subscription Services Case studies	ISO 14001 Management Briefing 'The ISO 14001 Challenge' DVD 'Introduction to ISO 14001' training	'Managing the Environment the ISO 14001 Way' book 'Implementing ISO 14001' training BSI's Entropy™ Software helps you understand the requirements and track progress Project Plan template	Self Assessment Checklist ISO 14004 - General Guidelines Standard BSI Gap Analysis BSI's Entropy™ Software helps you identify the gaps in your system	'ISO 14001 Internal Auditor' training BSI's Entropy™ Software helps you effectively manage your systems and drive performance	BSI Certification Assessment	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 BSI Certificate in Environmental Management Systems ISO 14001 Registered Auditor Qualification

- **Click here** to download the ISO 14001 customer brochure
- **Click here** to visit BSI's environmental management management web page
- **Click here** to see the standard and publications available

- **Click here** to view BSI's ISO 14001 training solutions
- **Click here** to view ISO 14001 case studies
- **Click here** to view all ISO 14001 resources

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Energy Management – **ISO 50001**

Fact

The demand for energy is set to rise by as much as 50% by 2030 - energy costs alone are forecast to grow by 25% over the next 10 years*

Your business will need certification to ISO 50001 if:

Your organization consumes a considerable amount of energy and needs to demonstrate legal compliance and best practice energy management

What is ISO 50001?

- ISO 50001 is the internationally recognized standard for energy management

- It helps organizations of all sizes better understand their baseline energy use, and put in place targets, plans and performance measures to reduce energy consumption

- The standard enables organizations to identify, prioritize and act on opportunities for improving energy performance – and make cost savings as a result

Why implement ISO 50001?

- **Save money:** improve overall performance to cut energy consumption and costs

- **Demonstrate legal compliance:** reduce carbon emissions and meet government reduction targets

- **Corporate reputation:** demonstrate corporate energy credentials to improve access to tender opportunities

- **Risk management:** better identify and manage the risks surrounding future energy supply

Click here to view all **ISO 50001** supporting material available to help clients on their energy management journey

*US National Intelligence Council Global Trends 2030 report

Energy Management – **ISO 50001**

bsi. | ISO 50001 Energy Management

	Understanding		Implementing the solution		Getting certified		Making excellence a habit
Step	Information gathering	Calculating the benefits	Preparing the organization	Putting together a tailored implementation plan	Running the system	Proving its working	Looking for opportunities for continual improvement
Actions	Understand the standard, certification and your business requirements	Understand how adopting energy management will benefit your business	Train your team, ensure the organization understands the principles and review current business practice	Compare your activity with ISO 50001 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	ISO 50001 Standard/ subscription services

Case studies | ISO 50001 Management briefing

'Introduction to ISO 50001' training

Case studies | 'Implementing ISO 50001' training

Energy Management Principles & Practice book

BSI's Entropy™ Software helps you understand the requirements and track progress | Self-Assessment checklist

"ISO 50001 Internal Auditor' training

BSI's Entropy™ Software helps you identify the gaps in your system | BSI Gap Analysis

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

'Lead Auditor for ISO 50001' training

BSI's Entropy™ Software helps you effectively manage your systems and drive performance | 'Energy Management ISO 50001 Reigstered Auditor' training

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

- **Click here** to download the ISO 50001 customer brochure
- **Click here** to visit BSI's energy management web page
- **Click here** to see the standard and publications available

- **Click here** to view BSI's ISO 50001 training schedule
- **Click here** to view ISO 50001 case studies
- **Click here** to view all ISO 50001 resources

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Sustainable Events Management – **ISO 20121**

Fact

About **99%** of waste from the construction of the London 2012 Olympic Park was recovered, reused and recycled due to best practice in sustainable event management

Your business will need certification to ISO 20121 if:

You are responsible for managing or delivering events and wish to demonstrate that you are taking appropriate action regarding your social, economic and environmental responsibilities

What is ISO 20121?

- ISO 20121 is the internationally recognized standard for best practice event management

- The standard underpinned the delivery of the London 2012 Olympic Games strategy

- It applies to all types and sizes of organization regardless of the size of the event from caterers, lighting and sound engineers, security companies, stage builders to venues, organizers and corporate and public sector event teams

- ISO 20121 helps organizations identify and reduce negative impacts through improved planning and processes to demonstrate they are managing activities as sustainably as possible

Why implement ISO 20121?

- **Cost and resource management:** helps the business understand resource use and where waste is being generated

- **Corporate reputation:** provides reassurance that the business has all economic, environmental and social impacts under control

- **Risk management:** minimize negative impacts on the environment, communities and local economy and protect against negative publicity

- **Legal compliance:** helps an organization identify and manage its regulatory responsibilities and so avoids prosecution

Click here to view all **ISO 20121** supporting material available to help clients on their sustainable events management journey

Sustainable Events Management – **ISO 20121**

Understanding		Implementing the solution		Getting certified		Making excellence a habit
Step						
Information gathering	Calculating the benefits	Preparing the organization	Putting together a tailored implementation plan	Running the system	Proving it's working	Looking for opportunities for continual improvement
Actions						
Understand the standard, certification and your business requirements	Understand how managing the sustainability of your events will benefit your business	Train your team, ensure the organization understands the principles and review current business practice	Compare your activity with ISO 20121 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						
ISO 20121 standard/ subscription services ISO 20121 Features and Benefits guide Case studies	"Introduction to ISO 20121' training course Case studies	"Implementing ISO 20121' training course "ISO 14001 to ISO 20121 conversion' training course BSI Associate Consultant Programme Entropy™ Software helps you understand the requirements and track progress	Entropy™ Software helps you identify the gaps in your system	BSI Gap Analysis "Internal Auditor for ISO 20121' training course BSI's Entropy™ Software helps you effectively manage your systems and drive performance	BSI Certification Assessment BSI's Entropy™ Software helps you effectively manage your systems and drive performance	Entropy™ Software helps you effectively manage your systems and drive performance

- **Click here** to download the ISO 20121 customer brochure
- **Click here** to visit BSI's sustainable events management web page
- **Click here** to see the standard and publications available

- **Click here** to view BSI's ISO 20121 training schedule
- **Click here** to view ISO 20121 case studies

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Carbon Footprint – Organizational – **ISO 14064**

Fact

By 2050, carbon dioxide and other atmospheric polluting gases must be reduced by 50 - 85% to head off potential catastrophic changes*

Your business will need certification to ISO 14064 if:

If you wish to monitor and report your emissions in order to demonstrate your corporate social responsibility credentials

What is ISO 14064?

- ISO 14064 provides governments, businesses, regions and other organizations with a set of tools for programs to quantify, monitor, report and verify greenhouse gas emissions

- The ISO 14064 standard supports organizations to participate in both regulated and voluntary programs such as emissions trading schemes and public reporting using a globally recognized standard

- ISO 14064 is comprised of three standards, respectively detailing specifications and guidance for the organizational and project levels, and for validation and verification

Why implement ISO 14064?

- **Independent verification:** ensures the credibility, consistency, and transparency of GHG accounting and reporting

- **Improved processes:** encourages the development of robust internal mechanisms for quantifying, managing and reporting GHG emissions

- **Stakeholder confidence:** improves trust between the organization and its stakeholders

- **Legal compliance:** assists in the identification of GHG risks and can reduce liabilities

- **Click here** to visit BSI's carbon footprint – organizational web page

*UN estimates

bsi.
ISO 14064
Carbon Footprinting Organizational

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Emissions Verification

Fact
The amount of greenhouse gases in the atmosphere reached a new record high in 2011*

Your business will need emissions verification if:

You are required to submit annual emissions data which has been independently verified

What is emissions verification?

- Many countries now require some organizations to report on greenhouse gas emissions (GHG) to meet mandatory reporting requirements

- This requires an organization to understand GHG inventory techniques, emissions verification and emissions trading is fundamental to any organization wishing to manage greenhouse gases

- These data reports and emissions need to be independently verified annually to ensure accuracy

Why verify greenhouse gas emissions?

- **Independent verification:** ensures the credibility, consistency, and transparency of GHG accounting and reporting

- **Improved processes:** encourages the development of robust internal mechanisms for quantifying, managing and reporting GHG emissions

- **Investor confidence:** reassure stakeholders that emissions data is accurate

- **Legal compliance:** assists in the identification of GHG risks and can reduce liabilities

- **Click here** to visit BSI's emissions verification web page

* World Meteorological Organization

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Greenhouse Gas Verification

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Carbon Neutrality **– PAS 2060**

Fact Scientific consensus states that carbon emissions must be reduced by 80% by 2050 to avoid catastrophic climate change. Businesses have an important and essential role to play in meeting these targets and carbon off-setting schemes enable them to play their part in the climate change battle*

Your business will need certification to PAS 2060 if:

You wish to provide credible claims of carbon neutrality about your business that are recognized internationally

What is PAS 2060?

- PAS 2060 is the recognized management specification for achieving and demonstrating carbon neutrality

- It allows an organization to improve its environmental credentials with accuracy and transparency

- When implementing effective climate change mitigation measures, the ability to differentiate between real and false claims of carbon neutrality is critical

- A robust carbon management plan which combines internal reductions with a carbon offset programme such as one based on the requirements of PAS 2060 will help businesses commit to and achieve significant emissions reductions

- **Click here** to visit BSI's carbon neutrality web page
- **Click here** to buy the standard and other publications

*2013 The CarbonNeutral Company Limited

Why implement PAS 2060?

- **Stakeholder confidence:** meet customer, stakeholder, industry and legal expectations

- **Environmental conscience:** reduce greenhouse gas emissions and quantify your carbon footprint

- **Effective business management:** identify areas of inefficiency and improve overall performance

- **Cut costs:** make cost savings by reducing energy consumption and bills

- **Corporate reputation:** gain credibility with an accurate carbon neutrality statement

bsi. PAS 2060 Carbon Neutrality

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Eco-Management and Audit Scheme **– EMAS**

Fact

EMAS is a robust environmental management system which adds several elements on top of the requirements of the international standard for environmental management systems ISO 14001

Your business will need **EMAS** if:

You wish to demonstrate continual improvements in the environmental performance of your business and require a recognized means for measuring, evaluating and reporting this

What is EMAS?

- EMAS is a voluntary EU initiative which acknowledges organizations that improve their environmental performance on a continuous basis

- To achieve EMAS, organizations need to be legally compliant, run an environmental management system and report on their environmental performance through the publication of an independently verified environmental statement

- EMAS participation is available to any organization with environmental impacts, no matter how large or small and regardless of the activity undertaken, and can cover multiple sites within a single EU country

- **Click here** to visit BSI's EMAS web page

Why implement EMAS?

- **Cost reductions:** better management of resources (e.g. energy and resources efficiency)

- **Risk minimization:** possibilities to reduce associated risk levels by assessing operational procedures

- **Regulatory compliance:** greater awareness and knowledge of regulatory requirements

- **Improved stakeholder relationships:** EMAS registration of a site in close proximity to residents can enhance credibility and transparency

- **Competitive advantage:** EMAS registration can lead to improved market access and increased market share

bsi.
EMAS
Eco-Management
and Audit
Scheme

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Water Footprinting – ISO 14046

Fact
Only **2.5%** of the earth's water is fresh of which less than 1% is available*

Your business will need **certification to ISO 14046** if:
You wish to demonstrate a leadership position in managing and reducing your water consumption

What is ISO 14046?

- Water management is required at local, regional and global levels – and this also requires a consistent assessment technique.

- ISO 14046 is the new standard for water footprinting that will specify the principles, requirements and guidelines of assessing and reporting water footprints. It will apply to products, processes and organizations based on life cycle assessments.

- ISO 14046 will provide requirements and guidance for calculating and reporting a water footprint as a standalone assessment – or as part of a wider environmental assessment.

- **Click here** to visit BSI's Water footprinting web page

*Un Water

Why implement ISO 14046?

- **Risk management:** identify ways to reduce the environmental impacts of your water use and assess and prepare for the future risks to your water use

- **Improved efficiency:** improve efficiency at product, process and organizational levels

- **Stakeholder confidence:** meet investor and client expectations of increased environmental responsibility

- **Leadership position:** demonstrate a leadership position and gain credibility with industry and government.

bsi. PAS 14046 Water Footprinting

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Roundtable on Sustainable Palm Oil **– RSPO**

Fact Driven by global demands, the past few decades have seen rapid expansion of palm oil production and cultivation leading to degradation of land, water and ecological impact. This has led to the formation of the Roundtable on Sustainable Palm Oil (RSPO) initiative

Your business will need to consider RSPO if:

You wish to demonstrate that you are a sustainable producer and supplier of palm oil and want to ensure a credible supply chain for international market access

What is RSPO certification?

- Certification against the RSPO Principles and Criteria For Sustainable Palm Oil Production standard is a seal of approval that the palm oil used in a product is produced sustainably and volumes are traceable

- Producers are certified through strict verification of the production process, to the stringent RSPO principles and criteria, by an accredited certifying body such as BSI

- The certified sustainable palm oil (RSPO Oil) is traceable through the supply chain by certification of each facility along the supply chain that processes or uses the certified oil

- **Click here** to visit BSI's RSPO web page

Why implement RSPO certification?

- **Enhanced corporate reputation:** strengthen your reputation and demonstrate ethical trading practices

- **Improved business management:** manage palm oil plantations and production with a common framework

- **Greater product assurance:** reassure customers that your palm oil is sourced sustainably

- **Legal compliance:** demonstrate compliance with laws and industry regulations

- **Greater market access:** open up new markets and increase business prospects

Social Accountability – **SA 8000**

Fact

21 million people worldwide are estimated to be victims of forced labour – being in jobs which they were coerced or deceived into and which they cannot leave *

Your business will need **certification to SA 8000** if:

You wish to achieve best practice in ethical employment and gain recognition as a socially accountable organization

What is social accountability?

- SA 8000 is the most widely recognized global standard for managing human rights

- It provides a framework for organizations to develop, maintain, and apply socially acceptable practices in the workplace

- Ensures that minimum standards are upheld in the workplace and ensure that workers get a fair deal

- Demonstrates an organization's commitment to ensuring a fair and equitable working environment and transparent business practices

Why implement SA 8000?

- **Risk management:** protect against negative publicity from unethical practices

- **Improved Relations:** improve relations with workers, trade unions, NGOs and customers

- **Stakeholder confidence:** Prove transparency, visibility, trust and confidence in reporting

- **Leadership position:** Achieve best practice in ethical employment, trading and operation

- **Click here** to visit BSI's sustainability report assurance web page

* International Labour Organization Statistics

BSI Risk Portfolio

BSI's risk-based solutions are designed to help organizations mitigate risk, improve business resilience, meet customer requirements every time and fulfil regulatory and statutory obligations.

As a result, they provide customers and stakeholders with the means with which to obtain the assurance they will continue to operate, whatever the incident or crisis. Risk management isn't just for large multinationals, it brings real benefits to local companies who can have complex structures or be part of long supply chains.

| Business Continuity Management | Information Security Management | CSA STAR Certification | Health and Safety Management |

| Road Traffic Safety Management | Data Protection | Anti-Bribery Management | Legal Admissibility | TickITplus | Food Safety Management |

Business Continuity Management – **ISO 22301**

Fact

Winter weather is a major cause of organizational disruption affecting 77% of businesses last year and costing on average £52,770 per organization*

Your business will need certification to ISO 22301 if:

You operate a service which cannot afford to be interrupted as a result of unexpected disruptions or needs to recover quickly from those circumstances

What is ISO 22301?

- ISO 22301 is the globally recognized standard for business continuity management

- It prescribes a plan of management practices and preventive solutions to protect an organization against unexpected disruptions which may ultimately affect the ability of the company to operate

- These disruptions may include loss of power, severe weather conditions, epidemics or unstable political or economic situations

Why implement ISO 22301?

- **Business recovery:** improved speed of recovery from unexpected incidents and disruptions

- **Risk management:** greater business resilience as a result of robust BCM planning and identification of potential risks

- **Financial performance:** increased revenue from new business and customers as well as retention of existing customers due to confidence in the organization

- **Corporate reputation:** enhanced reputation and image of the business

Click here to view all **ISO 22301** supporting material available to help clients on their business continuity management journey

* CMI 2013 BCM Survey

Business Continuity Management – **ISO 22301**

ISO 22301 Business Continuity Management

Understanding		Implementing the solution		Getting certified		Making excellence a habit
Step						
Information gathering ▶	Calculating the benefits	Preparing the organization ▶	Putting together a tailored implementation plan	Running the system ▶	Proving its working	Looking for opportunities for continual improvement
Actions						
Understand the standard, certification and your business requirements	Understanding how business continuity management will benefit your business	Train your team, ensure the organization understands the principles and review current business practice	Compare your activity with ISO 22301 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						
ISO 22301 Standard/ subscription services	ISO 22301 management briefing	'The Business Continuity Foundation Course'	'Writing the Business Continuity Plan' course	A BSI Gap Analysis	BSI Certification Assessment Lead Auditor for ISO 22301 training	'The Business Continuity Institute Good Practice Guidelines' course
ISO 22301 Features and Benefits guide	'Introduction to ISO 22301' training	'The route map to business continuity management. Meeting the requirements of ISO 22301' book	'BS 25999 to ISO 22301 transition course'	'Crisis & incident management' course	BSI's Entropy™ Software helps you effectively manage your systems and drive performance	BCS Practitioner Certificate in Business Continuity management (PCBM)
Guidance document on moving from BS 25999-2 to ISO 22301	'Business continuity Basics' course	'BS ISO 22313:2012 standard Societal security. Business continuity management systems' guidance	'BS 25999 to ISO 22301 Lead Auditor transition'	Developing & managing business continuity exercises' course		'BS ISO/IEC 27031:2011 standard - Information technology. Security techniques. Guidelines for information and communication technology readiness for business continuity'
Case studies	Range of books to further understanding of BCM available on BSI website	Implementing ISO 22301 training	Range of books on practical guidance for implementing BCM available on BSI website	BSI's Entropy™ Software helps you effectively manage your systems and drive performance		BSI's Entropy™ Software helps you effectively manage your systems and drive performance
	Case studies	Business Impact Assessment course	'Guide to the implementation & auditing of ISMS Controls' book	Internal Auditor for ISO 22301 training		
		Self-Assessment checklist	BSI's Entropy™ Software helps you identify the gaps in your system			
		BSI Associate Consultant Programme				
		BSI's Entropy™ Software helps you understand the requirements and track progress				

- **Click here** to download the ISO 22301 customer brochure
- **Click here** to visit BSI's business continuity management web page
- **Click here** to see the standard and publications available

- **Click here** to view BSI's ISO 22301 training solutions
- **Click here** to view ISO 22301 case studies
- **Click here** to view all ISO 22301 resources

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Information Security Management – **ISO/IEC 27001**

Fact
93% of large organizations and 87% of small organizations experienced a security breach last year*

Your business will need certification to ISO/IEC 27001 if:
You handle a significant amount of sensitive data and are required to, safeguard the confidentiality, integrity and availability of that information

What is ISO/IEC 27001?

- ISO/IEC 27001 is the globally recognized standard for information security management

- It helps organizations minimize risks associated with the loss or misuse of information. It also helps safeguard the confidentiality, integrity and availability of that information - whether written, spoken or electronic

- Information is the lifeblood of an organization, therefore ISO/IEC 27001 is widely considered as an essential business tool for protecting the health and reputation of a business

Why implement ISO/IEC 27001?

- **Stakeholder confidence:** improved confidence from customers and stakeholders that the business is effectively managing its risk

- **Legal compliance:** facilitates organization's ability to meet compliance requirements

- **Risk management:** reduction in the likelihood and number of security incidents as a result of implementing the standard

- **New business and market access:** enhanced competitive position and better ability to respond to tenders

Click here to view all **ISO/IEC 27001** supporting material available to help clients on their information security management journey

*PWC 2013 Information Security Breaches Survey

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Information Security Management – **ISO/IEC 27001**

bsi. | ISO/IEC 27001 Information Security Management

Understanding		Implementing the solution		Getting certified		Making excellence a habit

Step

Information gathering ▶ Calculating the benefits	Preparing the organization ▶ Putting together a tailored implementation plan	Running the system ▶ Proving its working	Looking for opportunities for continual improvement

Actions

Understand the standard, certification and your business requirements	Understanding how protecting business information will benefit your business	Train your team, ensure the organization understands the principles and review current business practice	Compare your activity with ISO/IEC 27001 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

ISO/IEC 27001 Standard/subscription services ISO/IEC 27001 Features and Benefits Guide Information Security Risk Management - Handbook for ISO/IEC 27001 ISO/IEC 27002 - Code of Practice Case studies	ISO/IEC 27001 Management briefing 'Introduction to ISO/IEC 27001' training Case studies	'Implementing ISO/IEC 27001' training ISO/IEC 27003 Standard - Implementation Guidance Self-Assessment checklist BSI's Entropy™ Software helps you understand the requirements and track progress	'Lead Implementer for ISO/IEC 27001' training 'Guidelines on requirements and preparation for ISMS Certification' book 'Guide to the implementation & auditing of ISMS Controls' book BSI's Entropy™ Software helps you identify the gaps in your system	BSI Gap Analysis 'Internal Auditor for ISO/IEC 27001' training 'ISO/IEC 27001 Auditor' training 'Are you ready for an ISO/IEC 27001 Audit? Book BSI's Entropy™ Software helps you effectively manage your systems and drive performance	BSI Certification Assessment 'Lead Auditor for ISO/IEC 27001' training BSI's Entropy™ Software helps you effectively manage your systems and drive performance	'ISEB Practitioner Certificate in Information Security Management Principles' training 'ISO/IEC 27001 Registered Auditor' qualification Measuring the effectiveness of your ISMS Implementation book BSI's Entropy™ Software helps you effectively manage your systems and drive performance

- **Click here** to download the customer brochure
- **Click here** to visit BSI's information security management web page
- **Click here** to see the standard and publications available

- **Click here** to view BSI's ISO/IEC 27001 training solutions
- **Click here** to view ISO/IEC 27001 case studies
- **Click here** to view all ISO/IEC 27001 resources

Why Choose BSI	Performance	Sustainability	Risk	Medical Devices	Entropy™ Software	Sectors	Business Themes

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Cloud Security – **CSA STAR Certification**

Fact
48% of IT leaders are concerned about the security of cloud computing resources*

Your business will need CSA STAR Certification if:
You are a Cloud Service Providers (CSP) and wish to demonstrate best practice management regarding the security of client data and information

What is CSA STAR Certification?

- The Cloud Security Alliance (CSA) has approached BSI to develop an assessment scheme based on ISO/IEC 27001 which will combine additional questions with regard to cloud security

- CSA STAR certification will give prospective customers of the certified organization a greater understanding of the levels of control that are in place as well as highlighting the areas which an organization may wish to focus

- The scheme is available to any organization offering cloud services that has or is in the process of certifying to ISO/IEC 27001 (the scope of the ISO/IEC 27001 certification must not be less than that of the scope of the CSA STAR certification)

- **Click here** to visit BSI's cloud security web page
- **Click here** to visit the CSA website

*US Research by Ponemon Institute March 2013

Why implement CSA STAR Certification?

- **Customer confidence:** will provide reassurance to clients of a CSP, that they have addressed the specific issues which are critical to cloud services

- **Enhanced corporate reputation:** management capability model provides evidence of the performance levels of the controls as well as benchmarking performance and tracking improvements year on year

- **Greater stakeholder confidence:** management capability model assesses how well managed the control areas are giving stakeholders and senior managers full visibility of the effectiveness of the controls

- **Competitive advantage:** CSA STAR certification will allow an organization to differentiate themselves from their competitors

CSA STAR CERTIFICATION

40

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Occupational Health and Safety Management – **BS OHSAS 18001**

Fact
Over 2.2m workers lose their lives globally every year due to work related accidents and diseases*

Your business will need certification to BS OHSAS 18001 if:

You operate within a hazardous environment or wish to minimize workplace risks and meet legal and industry requirements by demonstrating a duty of care to employees

What is BS OHSAS 18001?

- BS OHSAS 18001 is the globally recognized standard for occupational health and safety management

- The standard helps organizations to minimize their operational risks, deliver optimum working conditions and meet legal, industry and customer requirements

- The standard is essential for protecting the longevity, health and integrity of an organization

Why implement BS OHSAS 18001?

- **Employee welfare:** better working conditions for staff, less downtime and lost hours through sickness

- **Legal compliance:** improved ability to meet regulatory requirements

- **Corporate reputation:** enhanced company image leading to more business opportunities

- **Operational efficiency and reduced downtime:** improved incident reporting and reduction in overall costs of accidents

Click here to view all **BS OHSAS 18001** supporting material available to help clients on their occupational health and safety management journey

* US Dept of Labour Report 2012

Occupational Health and Safety Management – **BS OHSAS 18001**

OHSAS 18001 Occupational Health and Safety Management

Understanding		Implementing the solution		Getting certified		Making excellence a habit

Step

Information gathering	→ Calculating the benefits	Preparing the organization	→ Putting together a tailored implementation plan	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 health & safety management will benefit your business	Train your team, ensure the organization understands the principles and review current business practice	Compare your activity with BS OHSAS 18001 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

BSI's website and brochure The BS OHSAS 18001 Standard/ standards subscription 'Managing Safety the Systems Way' book Case studies	'Introduction to BS OHSAS 18001' training 'Preparing a Business Case' free guide BS OHSAS 18001 Management Briefing	BS 18004 Guide to Occupational Health & Safety Management Standard 'IOSH Working Safely' online training 'Implementing BS OHSAS 18001' training BSI's Entropy™ Software helps you understand the requirements and track progress	Self Assessment checklist 'BS OHSAS 18001 Internal Auditor' training BSI Gap Analysis BS OHSAS 18002 Guidelines for Implementation Standard 'IOSH Managing Safely' online training BSI's Entropy™ Software helps you identify the gaps in your system	'BS OHSAS 18001 Lead Auditor' training BSI's Entropy™ Software helps you effectively manage your systems and drive performance	BSI Certification Assessment	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 'IOSH Managing Safely Refresher' online training NEBOSH National General Certificate in Occupational Health & Safety BSI Certificate in Occupational Health & Safety

- **Click here** to download the BS OHSAS 18001 customer brochure
- **Click here** to visit BSI's occupational health and safety management web page
- **Click here** to see the standard and publications available

- **Click here** to view BSI's BS OHSAS 18001 training solutions
- **Click here** to view BS OHSAS 18001 case studies
- **Click here** to view all BS OHSAS 18001 resources

Road Traffic Safety Management – **BS ISO 39001**

Fact
More than 1.2 million people are killed and more than 20 million people are injured on the roads globally every year*

Your business will need **certification to BS ISO 39001** if:
You manage a fleet of vehicles and wish to demonstrate your commitment to the safety and welfare of employees and the general public

What is BS ISO 39001?

- BS ISO 39001 sets out the requirements for road traffic safety management best practice

- The standard helps organizations implement a framework to meet legal, industry and stakeholder requirements while reducing impacts on communities and the environment

- BS ISO 39001 includes an annex which compares the requirements of the road safety standard with BS OHSAS 18001, the recognized standard for health and safety

- BS ISO 39001 can be adapted to organizations of all sizes to help them identify threats to road traffic safety and minimize operational risks

Why implement BS ISO 39001?

- **Reduction in accidents and deaths:** encourages organizations to improve their focus on safety management to reduce the likelihood of traffic incidences

- **Corporate responsibility:** helps an organization demonstrate compliance with organizational safety and social responsibility targets

- **Business efficiency:** helps business identify areas for management improvement and cost reduction

- **Competitive advantage:** helps enhance reputation and provides edge over competitors

Click here to view all **BS ISO 39001** supporting material available to help clients on their road traffic safety management journey

*2013 World Health Organization Report

Road Traffic Safety Management – **BS ISO 39001**

bsi. | BS ISO 39001 Road Traffic Safety Management

	Understanding		Implementing the solution		Getting certified		Making excellence a habit
Step	Information gathering	Calculating the benefits	Preparing the organization	Putting together a tailored implementation plan	Running the system	Proving its working	Looking for opportunities for continual improvement
Actions	Understand the standard, certification and your business requirements	Understand how adopting a road traffic safety management system will benefit your business	Train your team, ensure the organization understands the principles and review current business practice	Compare your activity with BS ISO 39001 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	BS ISO 39001 standard' 'Tackling Occupational Road Risk' Article Case studies	'Introduction to BS ISO 39001' training Case studies	Introduction to BS ISO 39001 Road Traffic Safety Management System training BSI's Entropy™ Software helps you understand the requirements and track progress	Self assessment checklist Implementing BS ISO 39001 Road Traffic Safety Management System training BSI's Entropy™ Software helps you identify the gaps in your system	'BS ISO 39001 Internal Auditor' training BSI's Entropy™ Software helps you effectively manage your systems and drive performance	BSI Certification Assessment	BS ISO 39001 Lead Auditor training BSI's Entropy™ Software helps you track progress

- **Click here** to download the BS ISO 39001 customer brochure
- **Click here** to visit BSI's road traffic safety management web page
- **Click here** to see the standard and publications available

- **Click here** to view BSI's BS ISO 39001 training solutions
- **Click here** to view BS ISO 39001 case studies
- **Click here** to view all BS ISO 39001 resources

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Data Protection Management – **BS 10012**

Fact
79% of data breach incidences occur as a result of an exploitable weakness rather than pre-identified attack*

Your business will need **certification to BS 10012** if:
You store personal data, such as details of customers or employees and need to comply with the Data Protection Act 1998
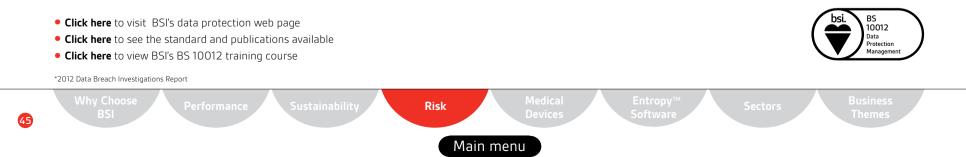
What is BS 10012?

- BS 10012 has been developed to help companies establish and maintain a best practice personal information management system that complies with the Data Protection Act 1998

- It is the first standard that relates to the management of personal information

- By following the framework set out within BS 10012, organizations can improve their data storage protection and manage data processing and data transfers better – so that they comply with legislation

Why implement BS 10012?

- **Compliance with Data Protection Act:** avoid the penalties and reputational damage associated with data protection breaches

- **Reduced security incidents:** minimize the risk of unauthorized access, security breaches or data leaks, ensuring the rights of data subjects are not compromised

- **Business efficiency:** enable security issues to be better identified, managed, monitored and improved appropriately

- **Stakeholder confidence:** demonstrate that the organization is managing personal data appropriately and recognized best practices are applied

- **Click here** to visit BSI's data protection web page
- **Click here** to see the standard and publications available
- **Click here** to view BSI's BS 10012 training course

*2012 Data Breach Investigations Report

bsi.
BS 10012 Data Protection Management

Anti-bribery Management – **BS 10500**

Fact

79% people think an organization has an ethical duty to fight corruption*

Your business will need **certification to BS 10500** if:

You wish to demonstrate that you are actively addressing corruption risks and that your business operates in an ethical manner

What is BS 10500?

- BS 10500 is the recognized standard for anti-bribery management

- It helps organizations put in place measures to address bribery risks in relation to their operations and activities

- The standard has evolved from calls at both a national and international level for effective action to be taken to prevent bribery

- The structure of BS 10500 management framework encourages organizations to adopt risk-based policies, procedures and controls in order to avoid potentially corrupt business and demonstrate good governance

Why implement BS 10500?

- **Corporate reputation:** demonstration of due diligence policies and procedures to mitigate and address the risk of bribery

- **Legal responsibility:** assurance of legal compliance and reduced likelihood of facing prosecution under the UK Anti-bribery Act

- **Supply chain:** improved business relationships due to reduced risk of bribery in supply chain

- **Responsible employer:** enhanced external and internal image as a reputable and ethical organization

- **Operational improvements:** reduced business disruption and potential opportunity to cut cost of insurance premiums

UK certification only

Click here to view all **BS 10500** supporting material available to help clients on their anti-bribery management journey

*Transparency International – "Putting corruption out of business" survey 2011

Anti-bribery Management – **BS 10500**

bsi. BS 10500 Anti-Bribery Management

	Understanding		Implementing the solution		Getting certified		Making excellence a habit
Step	Information gathering ▶	Calculating the benefits	Preparing the organization ▶	Putting together a tailored implementation plan	Running the system ▶	Proving its working	Looking for opportunities for continual improvement
Actions	Understand the standard, certification and your business requirements	Understand how adopting anti-bribery management will benefit your business	Train your team, ensure the organization understands the principles and review current business practice	Compare your activity with BS 10500 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	BS 10500 Standard/ Subscription Services Case studies	BS 10500 Management Briefing Anti-bribery Management System (ABMS) training course: Requirements of BS 10500 Case studies	Top tips for implementing BS 10500 (website) Anti-bribery Management System (ABMS) training course: Implementing BS 10500 Understanding Bribery and Effective Due Diligence training course ACP approved consultant network	Self Assessment Checklist BSI Gap Analysis	Anti-bribery Management System (ABMS) training course: Internal Auditor BS 10500 Anti-bribery Management System (ABMS) training course: Lead Auditor BS 10500 Entropy™ Software helps you effectively manage your systems and drive performance	BSI Certification Assessment	Entropy™ Software helps you effectively manage your systems and drive performance

- **Click here** to download the BS 10500 customer brochure
- **Click here** to visit BSI's anti-bribery management web page

- **Click here** to see the standard and publications available
- **Click here** to view BSI's BS 10500 training solutions

Why Choose BSI	Performance	Sustainability	**Risk**	Medical Devices	Entropy™ Software	Sectors	Business Themes

Main menu

Evidential Weight and Legal Admissibility of Electronic Information – **BS 10008**

Fact

Digital storage can often be more perishable than paper - keeping electronic records that may need to be produced as evidence in disputes is presenting an ever increasing risk

Your business will need **certification to BS 10008** if:

You need to provide reassurance that you are handling and storing electronic information responsibly or you wish to safeguard your business against a potential legal situation

What is BS 10008?

- BS 10008 is the British Standard that outlines best practice for the management and storage of electronic data

- It is designed to help an organization verify and authenticate all its information to avoid the legal pitfalls of data storage

- BS 10008 outlines best practice for transferring electronic data between systems and migrating paper records to digital files

- It also gives guidelines for managing the availability and accessibility of any records that could be required as legal evidence

Why implement BS 10008?

- **Best practice management:** introduces rigour, discipline and traceability into the management of electronic information

- **Legal compliance:** addresses concerns as to whether or not a piece of evidence would be accepted by a court of law

- **Operations:** demonstrates reliability of storage system, both internally and externally and ensures authenticity of documentation

- **Reputation:** provides reassurance customers that organization is adhering to electronic information management best practice

UK certification only

Click here to view all **BS 10008** supporting material available to help clients on their legal admissibility management journey

Why Choose BSI | Performance | Sustainability | Risk | Medical Devices | Entropy™ Software | Sectors | Business Themes

Main menu

Evidential Weight and Legal Admissibility of Electronic Information – **BS 10008**

bsi. BS 10008 Legal Admissibility of Electronic Information

Understanding		Implementing the solutions		Getting certified		Making excellence a habit

Step

Information gathering ▶ Calculating the benefits	Preparing the organization ▶ Putting together a tailored implementation plan	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 electronic information management will benefit your business	Train your team, ensure the organization understands the principles and review current business practice	Compare your activity with BS 10008 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

BS 10008 standard/ subscription services Case studies	BS 10008 Management Briefing Case studies	Top tips for implementing BS 10008 (website) Codes of Practice for the implementation of BS 10008 ACP approved consultant network Entropy™ Software helps you understand the requirements and track progress	Self assessment checklist BSI Gap Analysis Compliance Workbook for Use with BS 10008 Entropy™ Software helps you identify the gaps in your system	BSI's Entropy™ Software helps you effectively manage your systems and drive performance	BSI Certification Assessment	Entropy™ Software helps you effectively manage your systems and drive performance BSI Certificate in Electronic Information Management Systems

● **Click here** to download the BS 10008 customer brochure

● **Click here** to visit BSI's legal admissibility web page

● **Click here** to see the standard and publications available

Why Choose BSI	Performance	Sustainability	**Risk**	Medical Devices	Entropy™ Software	Sectors	Business Themes

Main menu

TickIT*plus* – Software and IT Quality Management

Fact
The development and delivery of quality software, service management, information security and IT infrastructure is a top priority for businesses - due to the nature of deliverables the sector needs more specific guidance on quality

Your business will need **certification to TickIT*plus*** if:
You wish to improve your IT and software delivery and provide a flexible, multi level approach to IT quality

What is TickIT*plus*?

- TickIT*plus* is a certification scheme designed to improve IT and software for business and industry and builds on the success of TickIT

- It also pioneers process capability evaluation, helping to provide a flexible, multi-level approach to IT quality and certification assessment

- It allows for the optional inclusion of other key IT standards including ISO/IEC 27001 for information security and ISO/IEC 20000-1 for IT service management

- TickIT*plus* has been designed to improve IT and software delivery, providing industry and business with more effective and reliable IT services

Why implement TickIT*plus*?

- **Continual improvement:** TickIT*plus* builds on the ISO 9001 requirement for continuous improvement by providing additional formality and rigour in assessing both the effectiveness and process capability

- **Competitive advantage:** TickIT*plus* helps a business to stand out from competitors, gain market advantage and help to win new business

- **Management efficiency:** the scheme provides a framework for the integration of commonly used IT standards, helping to streamline assessment and certification, which can save time and money

- **Enhanced capability:** scheme allows organizations to monitor, improve and develop processes to increase capability

UK certification only

Click here to view all **TickIT*plus*** supporting material available to help clients on their IT quality management journey

TickIT*plus* – Software and IT Quality Management

bsi. TickIT*plus*
Software and IT
Quality
Management

	Understanding		Implementing the solution		Getting certified		Making excellence a habit
Step	Information gathering ▶ Calculating the benefits		Preparing the organization ▶ Putting together a tailored implementation plan		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 TickIT*plus* will benefit your business	Train your team, ensure the organization understands the principles and review current business practice	Compare your activity with the TickIT*plus* 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	Core Scheme Requirements, TickIT*plus* Base Process Library and Kick Start Guide

Case studies | TickIT*plus* Management Briefing

Case studies | ACP approved consultant network

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

- **Click here** to download the TickIT*plus* customer brochure
- **Click here** to visit BSI's TickIT*plus* web page

- **Click here** to see the standard and publications available

| Why Choose BSI | Performance | Sustainability | **Risk** | Medical Devices | Entropy™ Software | Sectors | Business Themes |

Main menu

Food Safety Management **– ISO 22000**

Fact
Food safety is a public health priority - millions of people fall ill every year and many die as a result of eating unsafe food*

Your business will need certification to ISO 22000 if:
You wish to improve your market access, be recognized as a reputable and robust supplier, and assure the integrity of the food supply chain
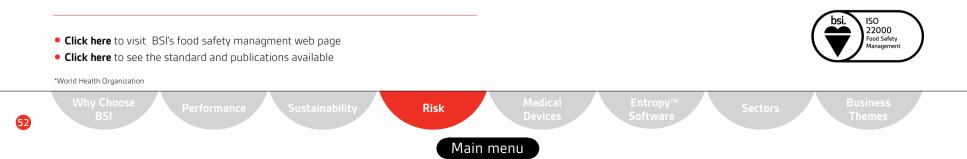
What is ISO 22000?

- ISO 22000 is the globally recognized standard for food safety

- The purpose of ISO 22000 is to provide a practical approach to ensure the reduction and elimination of food safety risks as a means to protect consumer

- It provides a framework of internationally harmonized requirements for the global food industry

- The standard is applicable to all organizations, regardless of size, which are involved in any aspect of the food chain and want to implement systems that consistently provide safe products

Why implement ISO 22000?

- **Risk reduction:** ensure adequate control at all stages of the food supply chain to prevent the introduction of food safety hazards

- **Stakeholder confidence:** provide assurance to customers and other stakeholders that the organization has the ability to control food safety hazards and provide safe products

- **Business performance:** provide a means of continual improvement that ensures food safety is reviewed and updated so that all activities are continually optimized and effective

- **Click here** to visit BSI's food safety managment web page
- **Click here** to see the standard and publications available

*World Health Organization

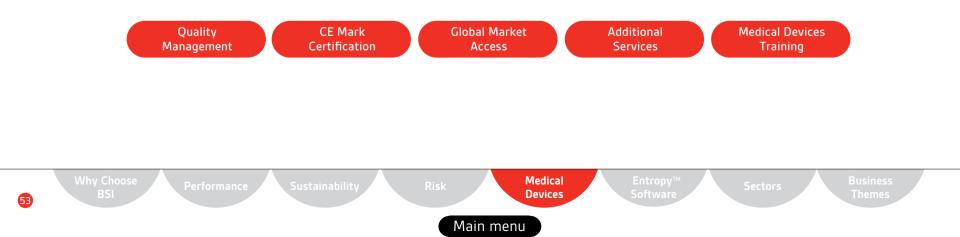bsi. ISO 22000 Food Safety Management

BSI Medical Devices

In the race to get new medical devices to market, speed is a crucial component. BSI has a strong commitment to providing the most experienced and fastest routes to global markets. This adds up to the kind of speed-to-market you need if you want to stay competitive, or more importantly, move ahead of the competition.

When you partner with BSI, you'll benefit from more than exceptional product and regulatory expertise: Our team of dedicated professionals provides comprehensive support. Our solutions are tailored to your goals to ensure cost-effective certification that stands up to scrutiny and supports your long-term goals.

Quality Management

CE Mark Certification

Global Market Access

Additional Services

Medical Devices Training

Quality Management – **ISO 13485**

Fact

ISO 13485 is the best internationally-accepted model a medical device organization can implement to help demonstrate compliance to the laws and regulations of the medical device industry.

Your business will need certification to ISO 13485 if:

You wish to address the regulations and responsibilities as well as demonstrating a commitment to the safety and quality of medical devices.

What is ISO 13485?

- ISO 13485 is a stand-alone QMS standard, derived from the internationally recognized and accepted ISO 9000 series. ISO 13485 adapts the ISO 9000 process-based model for a regulated medical device manufacturing environment.

- It ensures the consistent design, development, production, installation, and delivery of medical devices that are safe for their intended purpose.

- ISO 13485 was written to support medical device manufacturers in designing quality management systems that establish and maintain the effectiveness of their processes.

Why choose BSI for ISO 13485 certification?

- BSI certificates are **known and trusted** in the medical device industry by authorities, suppliers and manufacturers around the world. Because of this recognition, certification from BSI can help you obtain approval in other markets.

- BSI has over **150 qualified** healthcare quality management systems assessors globally, including dedicated medical device assessment teams in the United States, Canada, the United Kingdom, Germany, and Japan.

- Our Assessment teams are supported by a focused group of **medical device product experts**, including Scheme Managers, Product Technical Specialists, Microbiology, and Sterilization Specialists.

Click here to view all **ISO 13485** supporting material available to help clients on their quality management journey

Quality Management – **ISO 13485**

bsi. ISO 13485 Medical Devices Quality Management

Understanding		Implementing the solution		Getting certified		Making excellence a habit
Step						
Information gathering	Calculating the benefits	Preparing the organization	Putting together a tailored implementation plan	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 13485 requirements	Review the system to ensure it meets the standard's requirements	A BI client manager can conduct a fair and thorough assessment of the system against the requirements	Celebrate and promote your certification, then review the systems and processes
BSI services						
The ISO 13485 Standard/subscription services\n\n'Understanding ISO 13485 & process-based management systems' book\n\nCase studies	'Introduction to ISO 13485' training\n\n'Preparing a Business Case' free guide	'Creating a process-based management system for ISO 13485' book\n\nProject plan template\n\n' Implementing ISO 13485' training coures\n\nBSI's Entropy™ Software helps you understand the requirements and track progress	Self Assessment checklist\n\n'Auditing to ISO 13485' training\n\nBSI's Entropy™ Software helps you effectively manage your systems and drive performance	'Auditing for ISO 13485' book\n\n'ISO 13485 Internal Auditor' training	BSI Certification Assessment	'Lean Six Sigma' training helps you keep your processes lean and helps deliver faster results\n\n'ISO 13485 Lead Auditor' training\n\nBSI's unique Excellerator report provides even more detail on the performance of your system\n\nBSI's Entropy™ Software helps you effectively manage your systems and drive performance

- **Click here** to download the ISO 13485 customer brochure
- **Click here** to visit BSI's Medical device web page
- **Click here** to stay up to date about the revision to ISO 13485 in 2015

- **Click here** to see the standard and publications available
- **Click here** to view BSI's ISO 13485 training solutions
- **Click here** to view ISO 13485 case studies

| Why Choose BSI | Performance | Sustainability | Risk | **Medical Devices** | Entropy™ Software | Sectors | Business Themes |

Main menu

CE Mark Certification

CE

Fact

Of the worlds top 25 medical device manufacturers, 23 (92%) choose BSI as their Notified Body for CE marking certification against the EU directives.

Your business will need a CE mark if:

You want to sell a medical device in Europe. By placing the CE mark on a product, the manufacturer declares their product complies with all applicable European Medical Device Directives

What is CE Marking?

- CE Marking is required for medical devices to be sold in the 30 member states that comprise the European Economic Area (EEA).

- CE Marking, in addition to signing the Declaration of Conformity, is the final step before market release in the EU.

- The CE Mark is a legal designation that the manufacturer's product has met the requirements of all relevant medical device directives in the EU.

- In order to receive the designation in a timely manner and meet your market deadlines, you need a partner that understands how to help you build reliability into your CE Marking project planning – resulting in efficient certification and market readiness.

Why choose BSI for CE marking certification?

- **Product expertise:** our diverse and experienced team brings in-depth knowledge and understanding of complex medical device technologies.

- **Global access:** we operate in over 150 countries with more than 100 years of experience and offices around the world to serve you.

- **Speed-to-market:** providing flexible solutions for manufacturers needing accelerated pathways to global markets.

- **Confidence:** our stringent review process combines speed with experience, integrity, independence and predictability.

- **Partnership:** we focus on establishing a partnership with each client so we can work together to meet their goals.

Click here to view all supporting material available to help clients on their CE marking journey

Regulatory Planning **– CE mark and ISO 13485**

Concept	Planning	Design	Validation	Launch	Post market

Phase 1	**Phase 2**	**Phase 3**	**Phase 4**	**Phase 5**	**Phase 6**
Initial evaluation of possible development of commercial product	Definition of design input based on customer needs and technical requirements	Development of product design and of manufacturing process, verification and validation	Final validation of manufacturing process and preparation for product introduction	Product Launch	Post Market Surveillance
Is it a Medical Device?	Concept Development	User Feedback	Market Plan / Forecast	Regulatory Approval	Post Market Surveillance
Intended Use	Prototype Analysis	Manufacturing Process	Process Validation	Sales & Clinician Training	Post Market Clinical Follow-up
Initial Risk Analysis	Initial Testing	Design Verification & Validation	Clinical Validation	Launch Product to Market	Complaints & Adverse Events
Product Definition & Intellectual Property	Design File & Risk Analysis	Risk Management	Product Claims		Product Improvements
Commercial Plan	User Feedback	Draft Technical Documentation	Final Labelling		Process Improvements
Potential Markets & Routes	Commercial & Market Strategy	Clinical Strategy	Regulatory Submission		External Body Audits
Draft Regulatory & Clinical Strategy	Regulatory Strategy	Product Claims & Branding	Product Reimbursement		Market Performance
Personnel / Resource Requirements	Quality Management System	Regulatory Requirements			New Market Launches
	Project Plan				
BSI Products Regulatory Strategy Review Clinical Strategy Review Training Business and Technical Standards	**BSI Products** Regulatory Strategy Review QMS ISO 13485 Training Business and Technical Standards	**BSI Products** Clinical Strategy Review QMS ISO 13485 Training Business and Technical Standards	**BSI Products** EU CE marking Global Market Access Certification QMS ISO 13485 Training Business and Technical Standards	**BSI Products** EU CE marking Global Market Access Certification QMS ISO 13485 Training Business and Technical Standards	**BSI Products** Global Market Access QMS ISO 13485 Training Business and Technical Standards

- **Click here** to download the medical devices customer brochure
- **Click here** to visit BSI's medical device web page

- **Click here** to stay up to date with the Revision of the MDD's
- **Click here** to see the standard and publications available

| Why Choose BSI | Performance | Sustainability | Risk | **Medical Devices** | Entropy™ Software | Sectors | Business Themes |

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Global Market Access with BSI

Australia – Conformity Assessment Body (CAB)

Importers of medical devices in Australia need to meet the requirements of the Therapeutic Goods Administration of Australia. BSI is designated as a Conformity Assessment Body under the Mutual Recognition Agreement (MRA) between EU and Australia.

Canada

The Canadian Medical Device Regulations (CMDR) are the standards that must be followed in order for manufacturers to sell medical devices in Canada. For manufacturers of Class II, III, and IV medical devices, an ISO 13485 quality system is required. And such devices must be audited every year by a recognized Standards Body under the Canadian Medical Devices Conformity Assessment Scheme (CMDCAS).

Japan – PAL

The revised Japan Pharmaceutical Affairs Law (PAL) expands regulation of medical devices sold in Japan. Quality Management System (QMS) system requirements have been established incorporating ISO 13485 and Global Harmonization Task Force (GHTF) principles. The 2005 revision allows BSI, as a Registered Certification Body (RCB), to certify lower risk Designated Controlled Medical Devices (Class II).

Taiwan – Technical Cooperation Programme (TCP)

The TCP allows exchange of Medical Device GMP and ISO 13485 Audit Reports between Republic of China, Department of Health

Designated Medical Device GMP Auditing Organizations and EU AIMD/MDD/IVDD Notified Body Partners.

Hong Kong – CAB

BSI was the first Hong Kong CAB under the Medical Device Administrative Control System. Using BSI as your HK CAB means BSI CE marking clients need only to submit a minimal amount of technical documentation and companies can get the CE marking and HK Registration with one assessment.

Malaysia – CAB

As of the 1st of July 2013, the Malaysian Medical Devices Act 2012 (Act 737) will be fully enforced in the country, BSI has been approved as a CAB. Working with a conformity assessment body is essential for any medical device organization to register their medical device products, be certified to a medical device quality management system or to attain certification for their Good Distribution Practices for Medical Devices (GDPMD).

Brazil

BSI Brazil has extended their scope of INMETRO accreditation to include product certification to 60601 (safety of electromedical, active, devices). INMETRO 60601 product certification is mandatory for electro-medical devices intended to be placed into Brazil before the manufacturer can receive ANVISA regulatory market clearance. As a INMETRO product certification body BSI Brazil can now receive applications from manufacturers outside Brazil.

- **Click here** to visit BSI's medical device web page
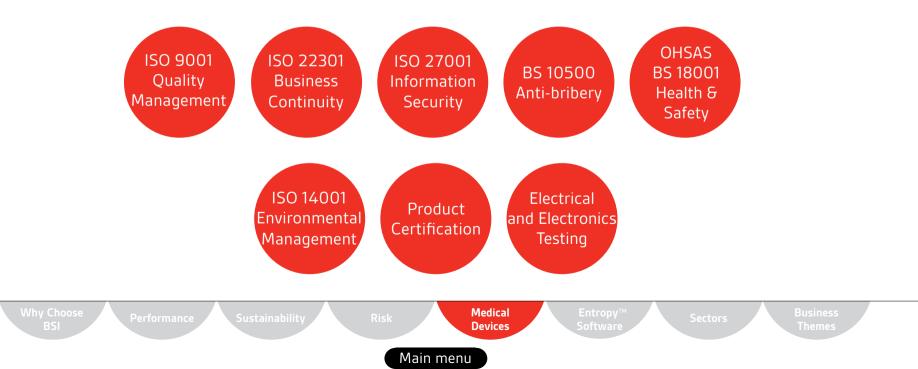- **Click here** to see the latest market access details

Additional BSI Services for Medical Device Clients

BSI has a number of solutions across a wide range of management systems. Our end-to-end business services help clients embed these into their organization and our certification process provides a trusted badge to show credentials.

Our services can help organizations to perform better, reduce risk and increase sustainable growth. This combined with our product certification and testing services means that we can provide a bespoke solution for the specific needs of the medical devices industry.

Click below for further information on these key standards or view the whole portfolio from the tabs at the bottom

ISO 9001 Quality Management

ISO 22301 Business Continuity

ISO 27001 Information Security

BS 10500 Anti-bribery

OHSAS BS 18001 Health & Safety

ISO 14001 Environmental Management

Product Certification

Electrical and Electronics Testing

Why Choose BSI | Performance | Sustainability | Risk | **Medical Devices** | Entropy™ Software | Sectors | Business Themes

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BSI Medical Device Training

Why choose BSI for your training?

- **World-leading industry subject matter experts**: over 200 BSI medical device product and regulation experts.

- **Course instructors are active practitioners in their subjects**: ensuring the latest developments are fully understood.

- **State of the art courses**: representing up-to-date thinking on the current and possible future interpretations of the directives, standards and guidance.

- **Accelerated learning philosophy:** you don't just sit and listen, you experience the subject. You participate in hands-on exercises, case studies, group work, mock real life situations and learning aids including photos, charts, games and quizzes.

- **On-line, Public or In-house Course:** its your choice. We schedule public courses for you to book onto or if you prefer to have a group of employees attend a course together, choose in-house. Courses can be customised to your requirements.

- **Cost efficient:** a BSI training course can provide you with the knowledge to save significant time and money in bringing your product to market.

- **Make excellence a habit:** BSI training will prepare you to take the excellence habit back to your business.

CE marking

- Introduction to CE marking
- Medical Device CE marking
- Introduction to CE marking for the In Vitro Diagnostics Directive
- Application of the In Vitro Diagnostics Directive.

QMS ISO 13485

- Introduction to ISO 13485
- Implementing ISO 13485
- Internal Auditor ISO 13485
- Lead Auditor ISO 13485 (BSI-certified, IRCA, TPECS).

Specialisms

- Introduction to Risk Management – Key concepts and requirements
- CE marking Medical Devices with Software
- Compiling and Maintaining Technical Files and Design
- Dossiers
- Clinical Evaluation for Medical Devices
- Device - Drug Combinations: Practical Guidance on Borderline
- Issues and the Consultation Process
- Process Validation for the Medical Device industry
- Post Market Surveillance and Vigilance
- Medical Devices Utilizing Material of Animal Origin.

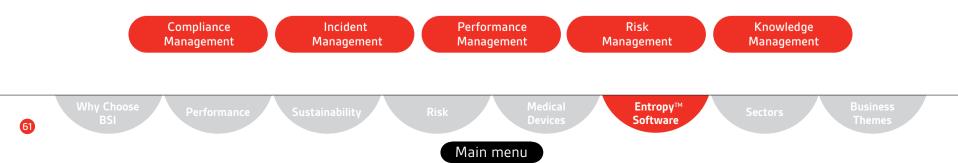**Click here** to view the full details of all Medical Devices training courses.

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Why Choose BSI | Performance | Sustainability | Risk | **Medical Devices** | Entropy™ Software | Sectors | Business Themes

Main menu

Business Improvement Software powered by Entropy™

entropy™
software

BSI Entropy™ Software provides a powerful management solution that significantly reduces the cost and effort needed to proactively manage risk, performance and sustainability activities.

Used globally, by companies of all sizes, Entropy™ Software provides a number of innovative applications and features that can **accelerate the time it takes to obtain certification** and also **drive continual improvement of management systems once certification is achieved**.

These features are contained within five modules that are used to drive efficiencies in:

| Compliance Management | Incident Management | Performance Management | Risk Management | Knowledge Management |

Compliance Management Module

entropy™
software

Fact

BSI clients have reduced their management systems implementation time on average by 50% by using faster, smarter work tools.

Learn more:
About the full range of features available in the compliance management module- Powered by Entropy™ Software **- click here**

What is it?

The Compliance Management Module provides consistent management of audits to help achieve and demonstrate compliance with an organization's choice of standards or internal procedures

Features allow organizations to:

- Create audit checklists/protocols
- Schedule and conduct audits/assessments
- Raise recommendations and non-conformances
- Conduct root cause analysis
- Raise, monitor and close corrective and preventative actions (CAPA)
- Report using traffic-light performance dashboards
- Improve compliance and implement best practice

Why use Entropy's audit and compliance module?

- Reduces operational and administration time, costs and risk
- Provides enterprise/portfolio-wide visibility of critical information
- Improves current system management, accelerates implementation of a new management systems or easily integrates multiple management systems / processes
- Management tools identify trends and provide warning of non-conforming and potentially costly failures
- Collect, capture and report on data quickly and easily
- Improves productivity and accountability of management teams and auditors

Click here to view all Entropy™ supporting material available to help clients on their management system journey

Incident Management Module

entropy™
software

Fact

BSI clients who have a management system software solution in place, save on average one day per week maintaining it.

Learn more
About the full range of features available in the incident management module - Powered by Entropy™ Software - **click here**

What is it?

Incident Management Module provides a comprehensive set of features for documenting, reporting and investigating injuries and incidents.

Features allow organizations to:

- Record incidents
- Set automatic incident notifications
- Investigate and conduct root cause analysis (RCA)
- Raise, monitor and close corrective and preventative actions
- Report using traffic-light performance dashboards
- Analyse trends and reduce incidents

Why use Entropy's incident management module?

- Accelerates issue recording, review, and approval cycles as incidents automatically move from one stage to the next

- Reduces repeat occurrence with consistent and closed-loop investigation, remedial, and corrective action

- Improves communication and teamwork on exception cases across departments and functional areas

- Provides enterprise-wide visibility into the status of issues, incidents, and tracking metrics

Click here to view all Entropy™ supporting material available to help clients on their management system journey

Why Choose BSI | Performance | Sustainability | Risk | Medical Devices | Entropy™ Software | Sectors | Business Themes

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Performance Management Module

entropy™
software

Fact

Research shows that companies with a compliance platform in place experienced a 90% positive compliance audit success rate and a 34% reduction in risk value

Learn more
About the full range of features available in the performance management module- Powered by Entropy™ Software - **click here**

What is it?

Performance Management Module provides executives and senior managers with timely, reliable, and verifiable performance information at a site, business unit or across an entire organization.

Features allow organizations to:

- Set corporate objectives
- Establish targets at group, business unit or site level
- Create key performance indicators (KPI's) and performance metrics
- Notify for site-level data input
- Validate and approve data
- Report using traffic-light performance dashboards
- Analyse trends and make performance improvements

Why use Entropy's performance management module?

- Real time, traffic-light visibility of performance across your business
- Quick, easy and efficient data entry, collation and reporting
- Data verification, integrity analysis and audit trails
- Automatic unit conversions
- Consistent and comparability performance data across your entire business
- Easy, intuitive and flexible key performance indicator (KPI) reporting
- Reduce the time and cost involved in data collation and performance reporting

Click here to view all Entropy™ supporting material available to help clients on their management system journey

Risk Management Module

entropy™
software

Fact

Visibility of risks throughout an organization makes it possible to stretch limited budgets, drive down costs, reduce risk, and plan more effectively by giving a clear account of overall compliance status and activities

Learn more
About the full range of features available in the risk management module- Powered by Entropy™ Software - **click here**

What is it?

Risk Management Module enables the identification, assessment and management of risks across organizations.

Features allow organizations to:

- Create risk and control assessment methodologies
- Identify and track regulatory requirements
- Conduct risk and control assessments
- Raise, monitor and close risk response actions
- Notify for re-assessment
- Create and report on risk registers
- Analyse risk response actions to reduce residual risk

Why use Entropy's risk management module?

- Provide consistency and comparability of all risk assessments across your business
- Improve risk responses with real time and enterprise-wide risk information
- Reduce the cost and improve the efficiency of your risk management efforts
- Improve the effectiveness of your risk response and corrective and preventative action programs
- Increase the effectiveness of your decision-making, capital and resource allocations with up-to-date and enterprise wide information on all material risks
- Avoid counter-productive and costly risk response programs with an enterprise wide view of all material risks
- Reduce the cost of premiums, fines, penalties, and loss with accurate and instant risk management information
- Prove and improve enterprise-wide internal control

Click here to view all Entropy™ supporting material available to help clients on their management system journey

Why Choose BSI | Performance | Sustainability | Risk | Medical Devices | Entropy™ Software | Sectors | Business Themes

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Knowledge Management Module

entropy™
software

Fact With numerous document repositories and information gate keepers, there can be a fragmented flow of information across the organization. Having greater control over the knowledge and training of staff or other stakeholders has significant benefits for the organization

Learn more
About the full range of features available in the Knowledge management module- Powered by Entropy™ Software - **click here**

What is it?

Knowledge Management Module provides a single source portal for controlled documents, resources, and best practices. Also includes features that give clear visibility into whether staff are sufficiently trained and training is up to date.

Features allow organizations to:

- Create, review and approve controlled procedures
- Provide a single source corporate portal for controlled documents, resources, best practice, news, events and alerts
- Report employee training needs analysis automatically
- Alert employees about documents for which they are responsible
- Notify employees of their training requirements automatically
- Provide search, communication and feedback

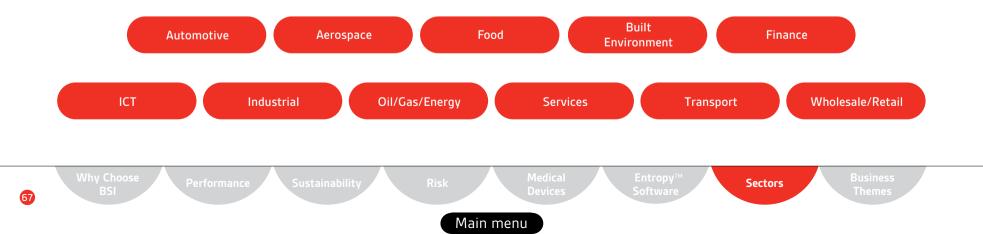## Why use Entropy's knowledge management module?

- Provides a central, secure repository for efficient storage of and access to control documents, policies, and procedures
- Accelerates review and approval cycles with documents automatically moving from one stage to the next
- Improves communication and teamwork across departments and functional areas
- Provides enterprise-wide visibility into the document status with measurable performance metrics
- Lowers the cost of compliance with regulations through electronic documents and signatures, revision control, and audit trails
- Reduces the risk of non-compliance by monitoring training levels and maintaining accurate records as evidence of compliance.

Click here to view all Entropy™ supporting material available to help clients on their management system journey

Sector Overview

Countries and regions will all have economies that rely on different sectors, depending upon natural resources, climate, trading partners, transport links or communications infrastructure.

BSI offers global solutions for more than 70,000 clients in 150 countries across a range of sectors. Standards, training and certification are available to support organizations and help them to identify key issues and drivers specific to their individual business requirements.

Automotive   Aerospace   Food   Built Environment   Finance

ICT   Industrial   Oil/Gas/Energy   Services   Transport   Wholesale/Retail
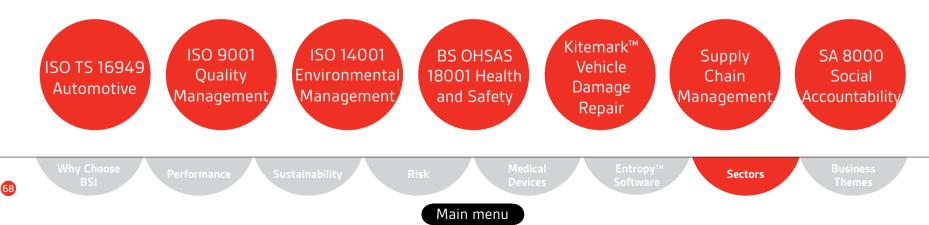
Automotive

With over 1 billion passenger cars estimated on the streets and roads of the world today, the automotive industry has long been one of the most efficient and productive sectors within the global economy, mainly as a result of quality management techniques.

Promoting continual business improvement by emphasizing defect prevention and reducing variation and waste in the supply chain is key in this highly process-driven industry.

Fact:

- In 2012, for the first time in history, over **60 million** cars passenger cars will be produced in a single year

- In June 2010, a total of **42,189** certificates were issued to ISO/TS 16949 with Asia Pacific region accounting for the biggest number of certificates issued - **16,585** (47%)

- With 1 out of 4 cars produced in the world coming from China - it is the fastest growing country in terms of issuing **13,031** TS certificates (31%)

BSI can offer a comprehensive range of solutions to help an organization involved in supply or production within the Automotive industry – for more information click on the standards below:

- ISO TS 16949 Automotive
- ISO 9001 Quality Management
- ISO 14001 Environmental Management
- BS OHSAS 18001 Health and Safety
- Kitemark™ Vehicle Damage Repair
- Supply Chain Management
- SA 8000 Social Accountability
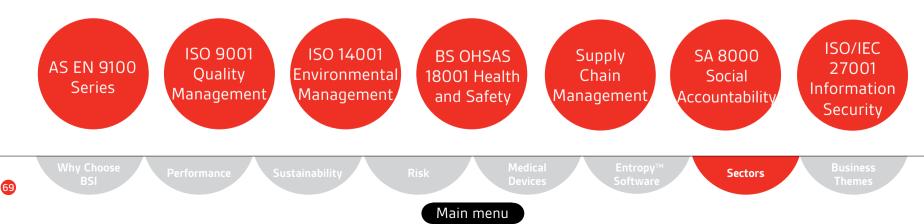
Aerospace (and Defence)

The Global Aerospace Outlook 2013 report shows high growth markets such as China, India and Brazil will drive global civil aerospace growth over the next 10 years.

Quality, reliability and safety are critical values in the aerospace industry and BSI's products and services can help enhance customer satisfaction, meet regulatory, safety and reliability requirements, and ensure consistency of quality throughout the supply chain.

Fact:

- The aerospace and defence industry reported its best year ever in 2012, in terms of revenue and profit

- Aerospace and defence companies face more pressure than ever to improve productivity, increase transparency, and respond to increasingly complex government regulations and oversight

- Global market contraction, coupled with increasing certainty about the nature and amount of defence budget cuts and the impact on specific programs, is expected to drive significant industry consolidation

BSI is the 2nd largest Certification Body in the world for AS certificates (10% market share) and can offer comprehensive and knowledgeable support for Aerospace and Defence clients – for more information click on the standards below:

- AS EN 9100 Series
- ISO 9001 Quality Management
- ISO 14001 Environmental Management
- BS OHSAS 18001 Health and Safety
- Supply Chain Management
- SA 8000 Social Accountability
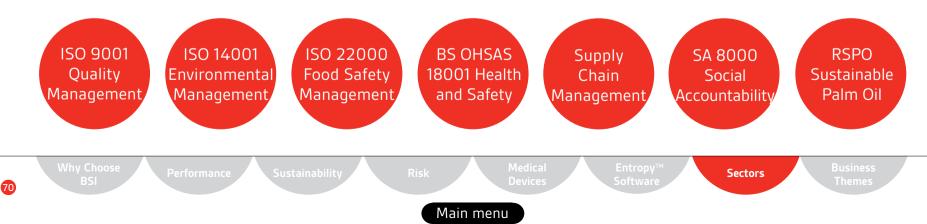- ISO/IEC 27001 Information Security

Food

Food safety is a public health priority; millions of people fall ill every year and many die as a result of eating unsafe food. Serious outbreaks of foodborne disease have been documented on every continent in the past decade, and in many countries rates of illnesses are increasing significantly.

BSI have published over 800 standards relevant to the food and drink industry covering food safety; packaging and processing; and chemical, microbiological and sensory analysis.

Fact:

- Diarrhoeal diseases alone kill an estimated **1.5 million** children annually, and most of these illnesses are attributed to contaminated food or water. Proper food preparation can prevent most foodborne diseases

- Globalization of food production and trade increases the likelihood of international incidents involving contaminated food with imported food products and ingredients are common in most countries.

- Food contamination can occur at any stage from farm to table. Everyone on the food delivery chain must employ measures to keep food safe and standards play a key role in this process

Help clients, suppliers and manufacturers realize the importance of food safety and ensure compliance to guidelines and regulations – for more information click on the standards below:

ISO 9001 Quality Management

ISO 14001 Environmental Management

ISO 22000 Food Safety Management

BS OHSAS 18001 Health and Safety

Supply Chain Management

SA 8000 Social Accountability

RSPO Sustainable Palm Oil

Why Choose BSI

Performance

Sustainability

Risk

Medical Devices

Entropy™ Software

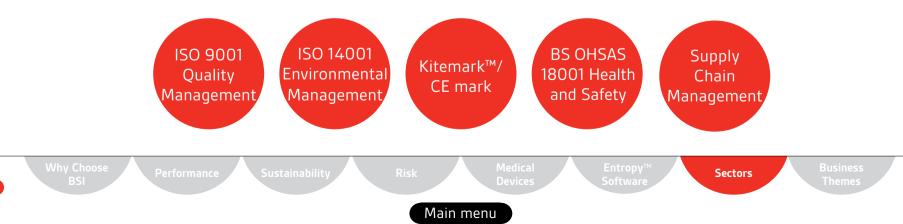Sectors

Business Themes

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Main menu

Built Environment

Quality control and standards are an essential resource in the Built Environment. Organizations such as architectural practices, developers, building owners, site managers, building contractors, structural engineers, materials specifiers and other interested parties all benefit from the framework that standards provide.

Worldwide, the construction industry employs more people than any other industry and remains a key sector for BSI products and services

Fact:

- Forecasts predict the volume of construction output will grow by more than **70%** to $15 trillion worldwide by 2025

- Construction in the key emerging markets and cities of Asia Pacific is expected to more than double over the next decade to 2020, providing significant growth opportunity for all parts of the construction industry

- Housing is the largest global sector for construction, whilst the global infrastructure market is expected to show the highest growth in the next decade

- Global sports events, nuclear and renewable energy and other key industries will help shape this sector, along with the key challenges the industry faces in dealing with the environment and climate change

BSI helps clients understand complex building and construction matters with our range of products and services, from health and safety to compliance with regulations – for more information click on the standards below:

ISO 9001 Quality Management

ISO 14001 Environmental Management

Kitemark™/ CE mark

BS OHSAS 18001 Health and Safety

Supply Chain Management

Finance

Successful financial institutions need to continually reassess their operating models and address the effects of regulatory reform, competitive dynamics, evolving markets and increased expectations from stakeholders.

The framework that standards can provide help to support the financial sector in areas such as performance, risk management, regulatory compliance, and information security solutions.

Fact:

- There is growing optimism that both the world economy and the banking industry are recovering from the impact of the financial crisis which started in 2008-09

- The development of an economy's financial markets is closely related to its overall development and prosperity

- Strengthening of regulation in UK, EU and Globally: Pay, disclosure, capital requirements, risk governance, insurance inclusion will become systematically more important

BSI's financial services standards help clients improve their service levels and provide reassurance to stakeholders that their organization is not at risk of fines or reputational damage in an increasingly uncertain economic and regulatory environment – for more information click on the standards below:

- ISO/IEC 27001 Information Security
- ISO 9001 Quality Management
- ISO 22301 Business Continuity
- ISO 20000 IT Services Management
- BS 10012 Personal Information Security

Why Choose BSI | Performance | Sustainability | Risk | Medical Devices | Entropy™ Software | Sectors | Business Themes

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Information Communication Technology (ICT)

The world is in the middle of a dramatic transformation from isolated systems to Internet-enabled devices that can network and communicate with each other and the cloud.
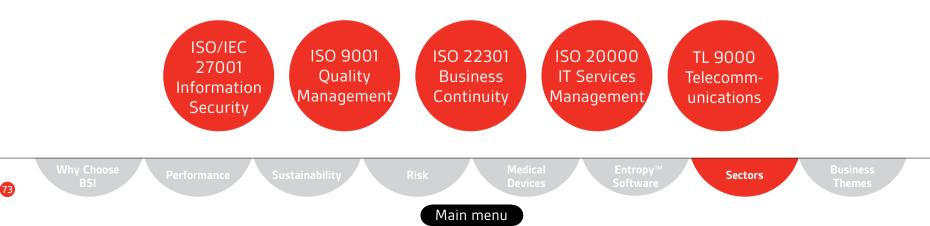
Commonly referred to as the Internet of Things (IoT), this new reality is being driven by the convergence of increasingly connected devices, cloud economics for compute and data, and the acceleration of big data analytics.

Standards and the framework that they provide will be increasingly essential to the ICT sector in the future.

Fact:

- **750 million** households – 41% globally – are connected to the Internet (2.7 billion people – almost 40% of the world's population – are online)

- ICT sector accounts for up to **7.5%** of GDP worldwide

- Companies in AsiaPac are the top investors on ICT, investing a much greater percentage of the their total ICT budget in new technologies than in Europe

BSI's products and services help ICT organizations manage their systems in the most effective way and ensure they are reliable, secure and of high quality, meeting or exceeding stakeholder expectations - for more information click on the standards below:

ISO/IEC 27001 Information Security

ISO 9001 Quality Management

ISO 22301 Business Continuity

ISO 20000 IT Services Management
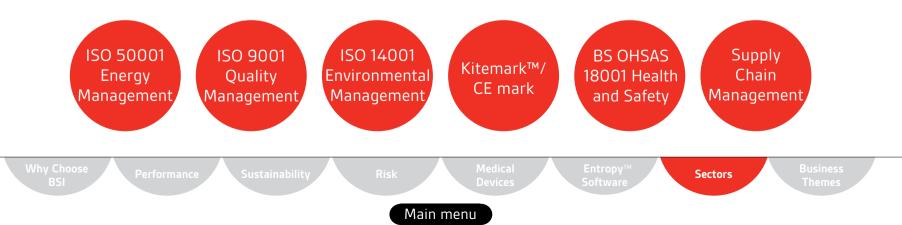
TL 9000 Telecomm-unications

Industrial

Industrial and manufacturing organizations have, in recent years, been financially impacted by the sovereign debt crisis in Europe; impacted by Japan's earthquake and tsunami and the political upheaval in the Middle East.

This means that the need to identify risks and protect business is even greater than ever, often by using the framework and controls that standards can offer.

Fact:

- **72%** of industrial CEOs say they're changing strategy in 2013 to take into account the slow economy, customer demands, and competitive threats

- Extending operational footprints, building strategic alliances and creating networks that include R&D, manufacturing and services support are key areas of focus for industrial companies looking to grow globally

- The UN estimates that China now produces about **18.9%** of all global manufacturing

Using standards will help clients consistently produce high quality products which comply with regulations, avoid product failures and recalls, and help them enter new markets – for more information click on the standards below:

ISO 50001 Energy Management

ISO 9001 Quality Management

ISO 14001 Environmental Management

Kitemark™/ CE mark

BS OHSAS 18001 Health and Safety

Supply Chain Management

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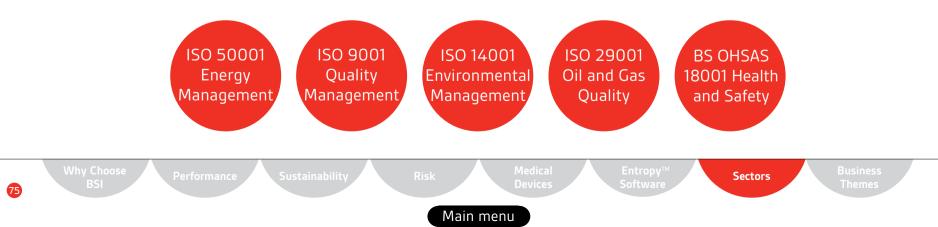
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Oil/Gas/Energy

Improving energy efficiency has never been higher up the business agenda. Rising fuel prices mean that reducing energy use makes economic sense, while increasingly-compelling research about climate change means that it makes social and environmental sense, too.

BSI's products and services can help organizations address these issues using quality management systems, product specifications and documentation, and measurement processes.

Fact:

- Oil and gas powers **100%** of all transportation facilities, and is heavily involved in every type of economic activity.

- Oil is directly responsible for **2.5%** of world

- Exploration and production technologies are becoming more precise and more complex in order to meet the challenge of the oil, gas and energy industries

- The average size of the annual marketing budget of global oil and gas industry companies stood at US$2.5 million in 2012, a figure that increased to **US$3.5 million** in 2013.

BSI can help organizations improve energy consumption and efficiency, reduce costs as well as providing wealth of information for the Energy/Utilities sector – for more information click on the standards below:

ISO 50001 Energy Management

ISO 9001 Quality Management

ISO 14001 Environmental Management

ISO 29001 Oil and Gas Quality
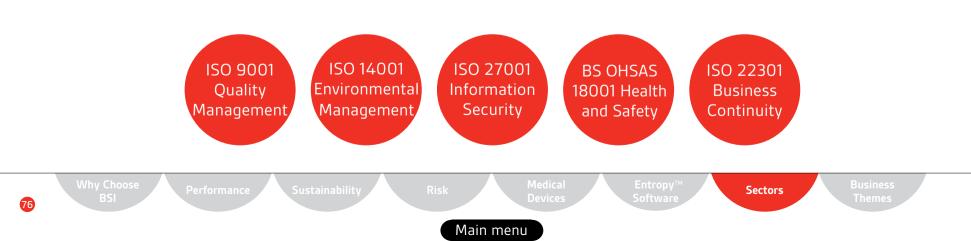
BS OHSAS 18001 Health and Safety

Services

The Services sector covers a wide range of different industries including professional business services, travel and tourism and hospitality and leisure.

Service providers face obstacles selling services that goods-sellers rarely face. Services are not tangible, making it difficult for potential customers to understand what they will receive and what value it will hold for them. Standards and the framework they provide can help to demonstrate the quality and value in their services.

Fact:

- Key issues facing the business services sector in 2013 include: Off-shoring, moving up the value chain, partnership strategies, top line growth and effective workforce management

- There is growing pressure for Professional services to address, (international and domestic) growth, innovation (technology & service) and potential outsourcing of services

- Consumer markets remain more positive than business services in Europe

BSI can help organizations demonstrate their commitment to quality, compliance and risk – for more information click on the standards below:

ISO 9001 Quality Management

ISO 14001 Environmental Management

ISO 27001 Information Security

BS OHSAS 18001 Health and Safety

ISO 22301 Business Continuity

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Transport

Transport and logistics operators must deliver a high-quality service, on time, no matter what the circumstances.
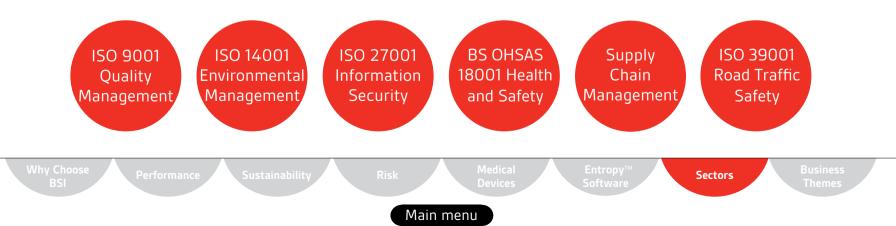
BSI can help to implement the right systems, policies, procedures and controls to build an efficient, reliable and safe international logistics network.

Our standards can also help minimize environmental impacts, improve energy efficiency and reduce greenhouse gas emissions (GHG) in areas such as building infrastructure, network design, fleet management and employee engagement – saving you money.

Fact:

- Transport contributes up to 10% of gross domestic product (GDP) in most countries and provides jobs and access to leisure activities and livelihoods

- In 2014 more than half of transportation & logistics CEOs plan to increase their focus on reducing their company's environmental footprint, and nearly as many will pay more attention to enhancing their efforts to support a culture of ethical behaviour

- Both maritime and air freight transportation depend on petroleum, so the expected scarcity of this fossil fuel will impose a rationalization of international trade and its underlying supply chains

BSI can help transport organizations deliver a fast and reliable service, and meet stakeholder expectations – for more information click on the standards below:

ISO 9001 Quality Management

ISO 14001 Environmental Management

ISO 27001 Information Security

BS OHSAS 18001 Health and Safety

Supply Chain Management
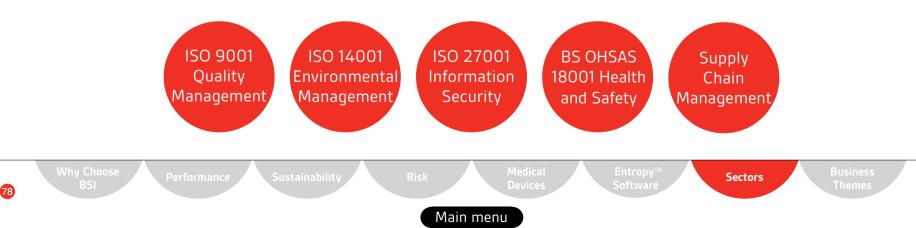
ISO 39001 Road Traffic Safety

Wholesale/Retail

Companies in this sector sell a wide range of products to consumers and businesses, from food and apparel to hardware, household goods, and office supplies.

Today's consumer is increasingly connected to both the physical and digital space and able to interact with retailers through multiple channels simultaneously. To stay competitive in this ever evolving landscape, it is imperative for retailers to deliver a seamless customer experience across all channels and provide the right services and products at the right time.

Fact:

- Major components of the retail sector include sellers of motor vehicles (17 % of overall retail sales), food and beverages (14 %), drugs and cosmetics (10 %), fuel (9 %), and women's clothes (4 %)

- In 2012 the economies of the United States, China, Japan, India and Brazil have slowed down as the impact of the European crisis has reached across the globe. There continues to be significant uncertainty in these economies into 2013-14.

- Many companies are now seeking to become vertically integrated by controlling the whole supply chain. As a result a new generation of e-commerce players are bringing high-quality products from the warehouse directly to consumers at significantly lower prices

BSI can help retailers, wholesalers, suppliers and clients demonstrate their commitment to quality, risk and industry-compliance – for more information click on the standards below:
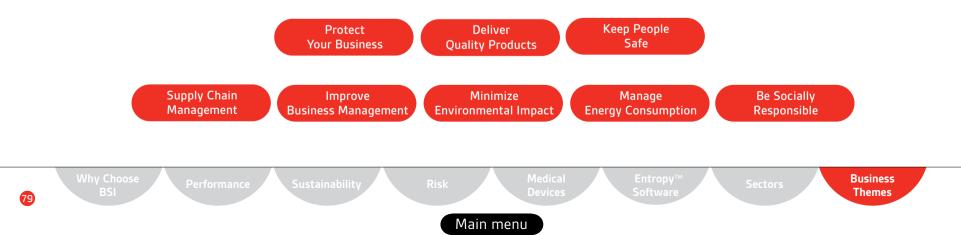
- ISO 9001 Quality Management
- ISO 14001 Environmental Management
- ISO 27001 Information Security
- BS OHSAS 18001 Health and Safety
- Supply Chain Management

BSI Business Themes

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BSI works to embed excellence through the shaping and implementation of standards, helping organizations around the world meet the challenges of today and anticipate the needs of tomorrow.

We see a future where standards will not only shape products and business processes but also create the potential for organizations to gain the most from the values and principles that govern their reputation.

| Protect Your Business | Deliver Quality Products | Keep People Safe |

| Supply Chain Management | Improve Business Management | Minimize Environmental Impact | Manage Energy Consumption | Be Socially Responsible |

Why Choose BSI   Performance   Sustainability   Risk   Medical Devices   Entropy™ Software   Sectors   **Business Themes**
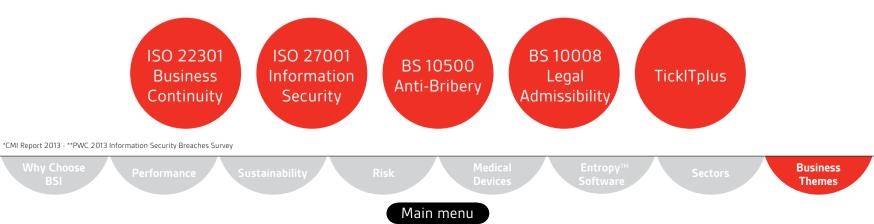
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Protect your Business

In a world with far too much uncertainty, be it political unrest, natural disasters or information security leaks, organizations simply cannot afford to take an ad-hoc approach to managing risk. Risk is often perceived negatively, but those organizations that balance their risks are likely to benefit from greater opportunities and simultaneously defend, protect and enhance their reputation, business and brand. BSI's portfolio of risk management standards can help.

Fact:

- **86%** of managers believe planning improves business resilience and 74 % agree it protects reputation*

- **87%** of those activating their business continuity arrangements said it effectively reduced disruption*

- **81%** say any cost of developing plans is justified by the benefits it brings*

- **93%** of large organizations and 87% of small organizations experienced a security breach last year**

- **£450-850K** is the average cost to a large organization of its worst security breach of the year**

BSI is perfectly positioned to work with your organization to help you **protect your business** with our range of training and certification – for more information click on the standards below:

ISO 22301 Business Continuity

ISO 27001 Information Security

BS 10500 Anti-Bribery

BS 10008 Legal Admissibility

TickITplus

*CMI Report 2013 - **PWC 2013 Information Security Breaches Survey

Why Choose BSI

Performance

Sustainability

Risk

Medical Devices

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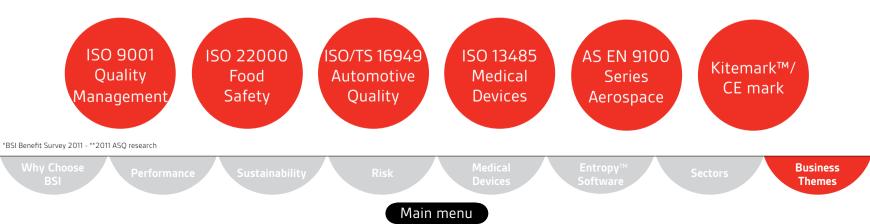Sectors

Business Themes

Main menu

Deliver Quality Products

Delivering quality products to customers is critical to business success. Being able to deliver consistently and adapt to the needs and requirements of the customer builds a continuing and lasting customer relationship. A management system approach is an essential foundation for delivering these quality products. By adhering to management system standards, a company can deliver its customer promise and also gain a strong competitive advantage.

Fact:

- **75%** of BSI clients improved their levels of customer satisfaction and loyalty by implementing ISO 9001*

- **71%** of BSI clients acquired new customers and retained existing clients as a result of adopting standards*

- **ISO 9001** can help reduce manufacturing cycles by 48% resulting in increased speed to market and better quality products**

BSI is perfectly positioned to work with your organization to help you **deliver quality products** with our range of training and certification – for more information click on the standards below:

ISO 9001 Quality Management

ISO 22000 Food Safety

ISO/TS 16949 Automotive Quality

ISO 13485 Medical Devices

AS EN 9100 Series Aerospace

Kitemark™/ CE mark

*BSI Benefit Survey 2011 - **2011 ASQ research

Keep People Safe

The health and safety of employees should be top priority for any employer regardless of their work activity. Many companies have taken steps to improve awareness and management of safety systems, yet safety directors continue to report high injury rates. Standards provide a framework for organizations to bring all relevant controls and processes into one management system, thereby helping to reduce risk of incidents, injury and even death.

Fact:

- **2.2 million** people lose their lives every year globally due to work related accidents and diseases[1]

- Over **4.1m** US workers suffer serious illness or injury every year[1]

- **4%** of the worlds GDP is lost due to work related accidents and disease[2]

- There are **1.3m** fatalities and 20-50m serious injuries on the roads globally every year[3]

- Road accidents kill more **10-24 year** olds than any other reason[3]

- It is estimated that road accidents cost countries in the region of **1-3% GDP** and developing countries **$100b** per annum[4]

BSI is perfectly positioned to work with your organization to help you **keep people safe** with our range of training and certification – for more information click on the standards below:

BS OHSAS 18001 Health and Safety

ISO 39001 Road Traffic Safety

1 US Dept of Labour Report 2012 2 Global & Asian Trends in H&S at work 2006 3 World Health Organization 4 World Bank

Why Choose BSI | Performance | Sustainability | Risk | Medical Devices | Entropy™ Software | Sectors | **Business Themes**

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Supply Chain Management

Today we move from domestic to regional and then global supply chains which are both more complex and spread over wide distances. As a result the definition of quality has moved to include non-physical attributes such as environmental, social, ethical and security aspirations. Reputational risk is becoming increasingly important as transparency and globalization accelerates.

Managing the supply chain is essential to protecting an organization's brand and corporate reputation

Fact:

- **45%** of executives lack confidence in their supply chain risk management programmes*

- **87%** of executives say a strong corporate brand is just as important as a strong product brand**

- **70%** of consumers avoid buying a product if they don't like the company behind the product**

BSI has a range of specialist tools and services designed to ensure that your supply chain is secure, resilient and well managed. Whatever your requirements from 2nd party auditing to your specific requirements, 3rd party certification or software and intelligence tools, BSI has a bespoke solution to meet your specific needs.

Visit our dedicated website here

* Deloitte Survey 2013 **Weber Shandwick – 2012 The Company behind the Brand

| Why Choose BSI | Performance | Sustainability | Risk | Medical Devices | Entropy™ Software | Sectors | Business Themes |

Main menu

Improve Business Management

Managing a business in a structured and coherent way can save money and resources and result in new business opportunities. The first step for any business however is to find out what its customers want and then how to deliver it by setting measurable standards for staff to work to. This should be an on-going process of continual review and improvement to keep up-to-date with changing needs. BSI has a number of schemes to help a business improve business management.

Fact:

- **89%** of consumers began doing business with a competitor following a poor customer experience*

- **86%** of consumers will pay more for a better customer experience*

- **81%** of companies with strong capabilities and competencies for delivering customer experience excellence are outperforming their competition**

- Even in a negative economy, customer experience is a high priority for consumers, with **60%** often or always paying more for a better experience**

BSI is perfectly positioned to work with your organization to help you **improve business management** with our range of training and certification – for more information click on the standards below:

BS 11000 Collaborative Relationships

PAS 99 Integrated Business Excellence

ISO 10002 Customer Satisfaction

CCA Global Standard© Contact Centres

PAS 55 Asset Management

*RightNow Customer Experience Impact Report 2011 - **Peppers & Rogers Group, 2009 Customer Experience Maturity Monitor

Minimize Environmental Impacts

The ability to demonstrate environmental credentials is becoming increasingly important for organizations. They are also facing increased environmental legislation, with the possibility of penalties for non compliance as well as other related costs including legal bills and loss of management time. Those businesses which effectively manage their use of energy, natural resources and waste in a manner are more likely to secure long term sustainability. The adoption of management systems is one way to address this.

Fact:

- The environmental impact of doing business costs the global economy **£3.1 trillion** per annum*

- The global waste impact by the primary production and primary processing sectors is estimated at just under **US$50 billion** per annum*

- Sea level could rise between **18 to 59 centimetres** (7 and 23 inches) by century's end which will devastate low lying countries**

- There is an estimated **3.5 billion tonnes** of rubbish floating in the Pacific Ocean***

BSI is perfectly positioned to work with your organization to help you **minimize environmental impacts**   with our range of training and certification schemes – for more information click on the standards below:

ISO 14001 Environmental Management

ISO 20121 Sustainable Events

Sustainability Reporting

ISO 14046 Water Footprinting

RSPO Sustainable Palm Oil

* TEEB: National Capital at Risk – Top 100 Externalities for Business April 2013 - **IPCC Fourth Assessment Report: Working Group I Report, "The Physical Science Basis" - *** European Commission
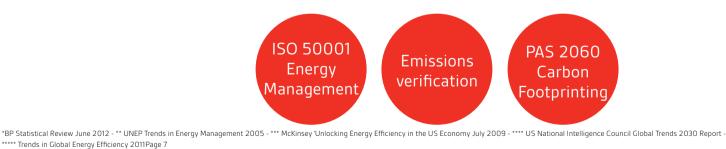
Manage Energy Consumption

Organizations are facing pressure from rising energy prices, climate change legislation and the need to be seen to be environmentally responsible by customers and stakeholders. Yet effective management of energy is often neglected even though there is considerable potential to save energy and reduce costs. Saving energy makes business sense - taking a structured, co-ordinated and integrated management system approach can lead to significant reduction in energy costs, consumption and waste.

Fact:

- Total world consumption of energy has risen by **30% f**rom 2001 to 2011* and is predicted to grow by another **25%** between 2010 and 2020**

- **£260bn** per annum is the estimated cost of the energy that is wasted globally***

- Energy costs are forecast to grow by **25%** over the next 10 years****

- **88%** of manufacturers say industrial energy efficiency will be a critical success factor for their business profitability in the coming two decades*****

BSI is perfectly positioned to work with your organization to help you **manage energy consumption** with our range of training and certification – for more information click on the standards below:

ISO 50001 Energy Management

Emissions verification

PAS 2060 Carbon Footprinting

*BP Statistical Review June 2012 - ** UNEP Trends in Energy Management 2005 - *** McKinsey 'Unlocking Energy Efficiency in the US Economy July 2009 - **** US National Intelligence Council Global Trends 2030 Report - ***** Trends in Global Energy Efficiency 2011Page 7

Why Choose BSI | Performance | Sustainability | Risk | Medical Devices | Entropy™ Software | Sectors | **Business Themes**

Main menu

Be Socially Responsible

Environmentally harmful production, child labour, dangerous working environments and other inhumane conditions are examples of issues that organizations need to address in order to secure a positive relationship with the society which they operate in. Organizations are starting to realise that they need to look further than profitability to gain this credibility and must act in accordance with norms of right and wrong. Management system standards provide an effective framework to manage social accountability.

Fact:

- Every day, **6,300 people** die as a result of occupational accidents or work-related diseases*

- **21 million** people worldwide are estimated to be victims of forced labour – being in jobs which they were coerced or deceived into and which they cannot leave*

- Almost half the world – over **3 billion** people – live on less than $2.50 a day**

- An estimated **150 million** children worldwide are involved in child labour***

BSI is perfectly positioned to work with your organization to help you **be socially responsible** with our range of training and certification schemes – for more information click on the standard below:

SA 8000 Social Accountability

BS OHSAS 18001 Health and Safety

* International Labour Organization Statistics - ** World Bank Development - Indicators 2008 - +++ UNICEF

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...making excellence a habit.™