



## ISO 9000-2001 CERTIFICATION CASE STUDY

An established and growing security company headquartered in Indonesia's capital of Jakarta and operating throughout this massive country contracted SSSI to provide a management team to develop their Management and Marketing abilities.

The management team carried out various surveys related to the company's limited management, marketing and administrative policies and procedures. Resultant from this exercise and in consultation with the client's senior executive, the SSSI team embarked upon an ambitious task to attain an ISO 9000-2001 certification in respect of the client's business.

This goal would ensure the client was the first manned guarding company in Indonesia to acquire such a certification. The value of this achievement was the complete advantage our client would gain in the acquisition of contracts in the lucrative oil and gas industry in Indonesia.

The SSSI Team supported by local management personnel suitably trained by SSSI commenced the detailed research, writing and implementation of various Management and Administrative Policies and Procedures required to fulfil ISO 9000-2001 stringent codes.

Having completed an 18 month process, the client company Head Office was awarded the ISO 9000-2001 certification at a ceremony held in Jakarta. As anticipated, the securing of this prestigious certification for our client ensured that future tenders were more successful than in the past as potential guarding clients were now assured that procedures were in place to enhance customer service and satisfaction.

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