



ISO Certification – People Readiness



“ **Quality is the result of a carefully constructed cultural environment. It has to be the fabric of the organization, not part of the fabric.** ”
Philip Crosby

“ **A culture of discipline is not a principle of business; it is a principle of greatness.** ”
Jim Collins

Well documented operational discipline improves performance

- Create a more efficient, effective operation
- Reduce stress, increase pride in the workplace
- Increase customer satisfaction and retention
- Increase the value of your business

DST people4business provides practical support on your journey

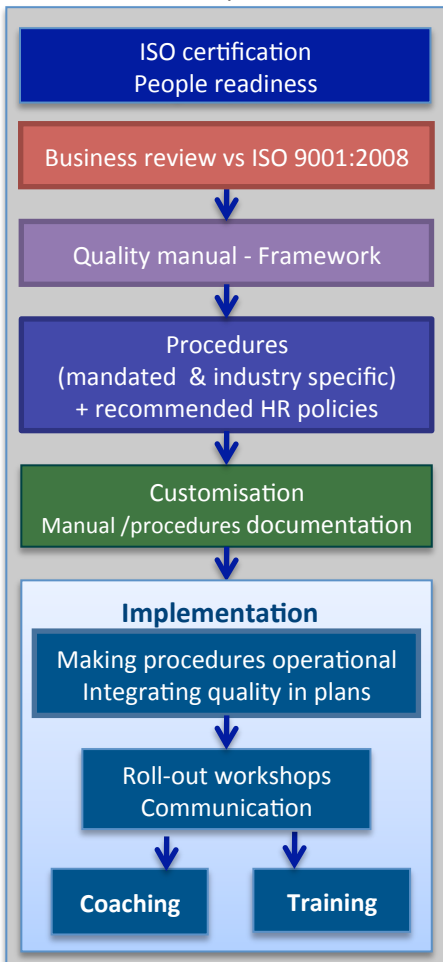
to ISO certification with programs that

- Assess the adequacy of your existing quality programs
- Provide optimal manual and procedures documentation
- Help your people become “ISO ready” for ISO 9001:2008
- Educate, motivate, align your people
- Make quality an integrated part of your business plans and company culture



ISO Certification – People readiness

- DSTpeople4business provides affordable packaged HR tools. The ISO certification – People readiness packs assist business owners and organisation leaders like you to **establish the mindsets, practices and quality documentation** that help staff **meet performance expectations** and your business to become **certified to an ISO standard**.
- DST Associates are mature business people who have experienced first hand the pressures and joys of running a business. They are committed to making HR management easier, cost effective and more likely to produce the right outcome.
- **DSTpeople4business HR Management** integrated solutions allow you to build a solid base to manage your people using integrated HR information and processes.



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How it works

1. ISO readiness assessment of your business and current practices; base action plan.
2. **Provision of the quality manual framework**
3. Provision of **Industry specific and mandated procedures**: document control, records control, control of non conforming product, corrective action, preventive action and internal audit. List of HR policies suggested for an SME.
4. **Implementation** support
5. **Customisation** of manual, folders, procedures to the business needs
6. **Facilitation** of communication, roll out workshops, coaching & training as required
7. **Clerical assistance** to fast track the creation & update of necessary documentation