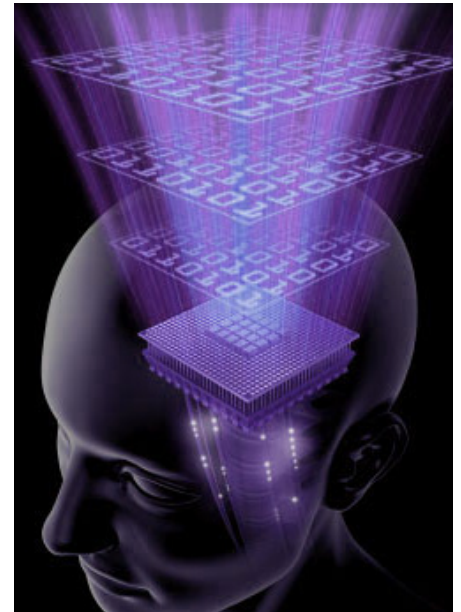




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Changing for the Better



Pacific Strategies and Assessments is a leading business risk consultancy that specializes in Asian risk.

Pacific Strategies and Assessments (PSA) serves clients that include financial institutions, multinational corporations and international, non-profit organizations. The company provides security consulting, crisis management, business intelligence, and background screening.

PSA decided to obtain ISO 9001 out of a desire to raise the bar in terms of quality and business processes. Mr. Graeme Campbell, Executive Director, explains,

"We wanted to change how we do business for the better."

"We always wanted to be consistent, and we felt that getting an internationally renowned qualification would be the best way to improve our Quality Control."

PSA also became certified to ISO

27001 Information and Data Security Management Systems.

PSA decided to use IMSM in order to help them through the certification processes. A dedicated IMSM consultant worked with the managers as they implemented new processes and introduced new structures. Graeme says,

"We were very pleased with how IMSM took care of things, and were thrilled with how things turned out."

"IMSM helped to ensure that the processes were completed with complete ease and no hassle; we were very happy with the assistance we received."

PSA certainly appreciates the benefit of these new qualifications. Graeme

explains, "ISO 9001 really improves our administration. It also refines our quality management processes and makes them much easier to control. Now we can guarantee the quality of our products will be high, which makes for a more consistent business - vital to keeping customer confidence."

The ISO 27001 certification has brought a tight level of security to PSA's IT, "Thanks to this qualification, proper processes are in order and we are constantly kept up-to-date of any changes. It really helps us to be sure that our information is safe and secure."

As PSA looks to the future and plans to expand Graeme concludes;

"Being ISO certified definitely helps our business' growth."



International Playing Field

Shinryo Philippines is a specialty contractor that designs and installs electrical, mechanical, plumbing, and piping systems for commercial and industrial construction projects. Their clients demand the most affordable and energy efficient systems.

Industry trends prompted Shinryo to standardize its operational procedures. Company President, Mr. Art Israel, explains, "We had an established company with operational procedures all in place. But in order to standardize everything from design to installation and to make sure that everything was properly documented, we needed official certification."

"ISO 9001 was just what we were looking for."

Upon selecting IMSM, Art recalls, "We had a few proposals from other companies but we decided to choose IMSM primarily because it was the most reasonably priced. IMSM's



proposal persuaded us further. They took care of everything, and we felt glad that we'd made the right choice in letting them assist us."

Being ISO 9001 certified has enabled Shinryo to attract more clients from the local market, as well as in lucrative clients from international markets. The company now has the credentials to secure international contracts.

Thanks to its ISO 9001 certification, Shinryo Philippines is now on a par with other companies in the international market.

Tough Competition

Subic Drydock Corporation (SDC) engages in ship building, conversion and repair for marine vessels. SDC obtained BS OHSAS 18001 to improve its Occupational Health and Safety Management. SDC wanted to ensure that their systems and procedures were clearly defined, and conformed to the highest International standards.



Obtaining BS OHSAS 18001 was critical for SDC to reach the next level and achieve greater market penetration. For many of its potential clients, including the US Navy MSRA, BS OHSAS 18001 was a requirement.

Safety Manager, Mr. Potenciano Sancon explains, "IMSM helped us to establish our management procedures. The Assessor was very professional,

"IMSM took care of everything and made it happen."

BS OHSAS 18001 has opened up whole new areas of the market. Clients that require certification now have reassurance. Potenciano says, "BS OHSAS 18001 makes it much easier for us to attract prospective clients and to close deals. It brings a wider customer base both locally and internationally. There is a lot of competition in this industry, so this certificate really gives us an advantage in giving customers what they want."

BS OHSAS 18001 enables SDC to keep a careful check on the schedule, timeframe, costs, safety and quality of the work carried out. Now, quality control is highly systematized and effectively monitored. Potenciano says, "The ISO certification definitely promotes awareness of quality, safety and productivity. It also encourages the continuous improvement of our company's processes, making us more effective in achieving our aims and objectives."

Crossing Boundaries

Koryo Subic, Inc. mainly manufactures plastic injections for camera parts and video cameras (sub-contracting for companies such as Sony) and cosmetic tool parts and cases for Shiseido.

Koryo Subic became ISO 9001 certified in 2008 and ISO 14001 in 2009, the company has since grown dramatically. Quality Assurance Manager Mr. Dante Aduna explains: "We wanted to get more customers, and some potential clients required us to be ISO certified in order to work with them."

Mr. Aduna selected IMSM "primarily because of its sensible pricing", he explains. "We compared the two options: the package IMSM offered us included a consultant, where as

the other one didn't. Our dedicated consultant helped us all the way. The whole process was remarkably quick.

"I certainly believe we made the right choice!"

The consequences of being ISO certified were dramatic and immediate. Its systems became much more standardized. It also upgraded its existing processes in order to make them more efficient, and developed ways of ensuring continued improvement.

The company's client base increased by about 70%, most of its customers are international, the ISO certification guarantees high standards that cross international boundaries.