

The Sibley Report

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... the place to find valuable information to help make your job - and your life easier! If you have a topic idea or any other suggestions, please give our Editor - Angie Catenaro - a call. Sibley & Associates is a national disability management firm with a decade of experience, nearly 225 healthcare professionals and state-of-the-art technology. Our customers benefit from all the advantages a large company has to offer...while also benefiting from the "small business" customer service philosophy of our dedicated Insurance Services Division.

What is ISO? ...how it can help you!

Most of us have seen the mysterious signage: "ISO 9001:2000" prominently displayed on the sides of buildings or as a logo on corporate advertising, however, most of us have also wondered "what is it?" Why would a company want the world to know they have been "ISO registered"? and how is this relevant to me as one of their customers? Finally, the mystery is solved.

What is ISO?

- It is a document that is published worldwide, with over 140 countries agreeing on what it says. (ISO is not an acronym for "International Organization of Standards", ISO actually means, "equal" and is the name used worldwide to represent the organization).
- It is a blueprint/model on how a company can consistently satisfy its customers, through a quality management system.
- It can be used in both the manufacturing and the service industry.

Why be ISO Registered?

- ISO is a model that a company can use to establish, maintain and - most importantly - continually improve a "Quality Management System" (QMS) focused on the customer. The QMS is the company's way of managing "quality" the same way a Financial Management System manages the company's "dollars".
- Ensures that the company continually meets and improves upon its customers' expectations, while controlling customer costs.

How does the customer benefit?

- As a customer you will benefit in numerous ways because the QMS ensures that the vendor:
- continually listens to the needs of the customer
 - ensures consistency of service
 - delivers what the customer needs, while focusing on customer cost containment
 - is committed to continual improvement

Please see the attached chart that provides an overview of the benefits an ISO 9001:2000 Registered vendor offers you.

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