



## MSI SureResults™ – Your Proactive Maintenance Program

**Power Your Business Forward.** SureResults™ from Management Systems International (MSI) offers ongoing maintenance to power your business forward through a constantly high-performing quality or environmental management system. Currently, we effectively maintain 80% of the systems that we have implemented for clients – powering their business forward through SureResults.

### **On a monthly basis, our highly trained and experienced SureResults consultants personally partner with you to:**

- » Provide custom consulting on a priority basis
- » Strategically develop a 12-month performance plan for internal audits, management reviews and identify processes requiring revision as business changes occur
- » Optimize your quality or environmental management system
- » Ensure you continually meet ISO 9001, ISO 14001 or AS 9100 requirements
- » Resolve noncompliance and specific concerns – basic or complex prior to recertification or surveillance audits

### **As a result, you valuably:**

- » Gain confidence that your management system continually operates properly and achieves results
- » Continuously achieve ISO 9001, ISO 14001 or AS 9100 certification
- » Conduct continuous, strategic and improved business processes
- » Consistently deliver quality and reliable products and services
- » Invariably meet varying corporate and environmental and quality policies and objectives
- » Greatly enhance customer satisfaction
- » Boost profitability for your company



# Full Service in System Management



*We offer a wide range of capabilities based on your company's unique needs.*

For example, we can:

- » Assess your existing system and operations to provide superior ongoing maintenance
- » Analyze your existing system for design and development flaws, restructuring processes as necessary for ISO or AS requirements
- » Comprehensively perform and manage internal audits, generating useful results – without disrupting operations
- » Effectively perform and manage supplier audits, eliminating suppliers that do not meet ISO or AS requirements while increasing quality products and services
- » Coach your representatives on surveillance, recertification and registration audits
- » Define and document business procedures to meet your ongoing customer, corporate and ISO or AS requirements
- » Guide you on streamlining and ensuring compliance in existing documentation
- » Perform extensive Gap Analysis
- » Develop quality and environmental policies and objectives with your management team

- » Prepare employee recruiting/training methodologies
- » Design customer satisfaction survey and measurement processes
- » Determine methods to continually identify your environmental regulatory and legal requirements
- » Analyze your contract review and acceptance process
- » Establish methods for consistent continuous improvement
- » Map supplier evaluation processes
- » Reformulate your problem-solving approach to prevent noncompliance
- » Manage your management team's management systems review process
- » Continually minimize and improve your potentially harmful impact on the environment from operations, products and services

**Contact MSI today to learn more.**

