

# SureResults™

## Your Proactive Maintenance Program



**SureResults™** from Management Systems International (MSI) offers ongoing maintenance to power your business forward through a constantly high-performing quality, environmental, safety and health management system.

Currently, we effectively maintain 80% of the systems that we have implemented for clients – powering their business forward through SureResults. This methodology provides for your ISO Consultant to be available for urgency calls due to nonconformance and corrective action resolutions during normal hours.

### As a result, you valuably:

- Gain confidence that your management system continually operates properly and achieves results
- Continuously achieve ISO 9001, ISO 14001, 13485 or 45001 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

**On a monthly basis(or quarterly), 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, environmental or safety and health management system
- Ensure you continually meet ISO 9001, ISO 14001, 13485 or 45001 requirements
- Resolve noncompliance and specific concerns – basic or complex prior to recertification or surveillance audits

**For example, we can:**

- Assess your existing system and operations to provide a superior ongoing maintenance plan
- Analyze your existing system for design and development flaws, restructuring processes as necessary for ISO 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 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 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

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