



First company certified by BSI Australia to revised Quality Management standard

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SYC is the first company to achieve certification to ISO 9001:2015 under independent assessment by BSI Australia. The standard, which was published in September 2015, has been updated to ensure that it continues to help organizations manage quality, reduce risk and ensure organizational resilience. Gordon Wilckens, Head of Quality, Compliance and Risk, SYC comments "As a long-standing client, BSI has supported us throughout the transition, keeping us informed of changes and providing a wealth of information via various platforms in order to help our senior leadership team understand the benefits of this new standard." SYC believes that certification to ISO 9001:2015, which has been created with service providers in mind, demonstrate their commitment to upholding the highest standard of governance and transparency in a highly competitive market. SYC is a not-for-profit organization, centred on employment, training and youth services. Last year, SYC helped more than 55,300 Australians in the areas of Home, Wellbeing, Learning and Working. With certification to the National Standards for Disability Services (NSDS) standard already in place SYC wanted to see if the new ISO 9001 version could be aligned to deliver efficiencies and streamline business operations. They were interested to see if the revised standard would reflect the needs of a service company more than previous versions. Marc Barnes, Managing Director at BSI Australia, commented: "SYC should be really proud of their achievement. Certification to ISO 9001:2015 helps organizations to prioritize their business needs whilst enabling them to their manage quality, improve efficiency and become more resilient." ISO 9001, the most widely-adopted quality management systems standard, has benefited millions of organizations globally - with users reporting increased growth and productivity and significantly higher customer satisfaction and retention.

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