# ISO 27001

**Information security controls are imperative for every business**

Let the experts at QMS guide you on how to achieve best-practice in these areas to manage threats and protect valuable information assets.

**Call: 0333 344 3646**

**Email: enquiries@qmsuk.com**

**Visit: qmsuk.com**

# Gain your ISO 27001 certification with QMS

## ISO 27001 is a globally recognised Standard for information security management.

Data is a valuable resource – to you, your customers and to criminals too. By standardising your processes for storing and handling data, ISO 27001 proves that you can keep this precious resource safe. It helps you prevent data breaches, gain new customers and safeguard your reputation.

To get certified under ISO 27001, you'll need to determine your overall approach to information security, then demonstrate your capability in terms of leadership, planning, resource allocation, operations, performance evaluation and continuous improvement.

If that sounds challenging, don't worry. We'll be with you every step of the way and support you through our online digital management system platform, QMS Connect.

**Let's get started…**

> **"**
> QMS's ISO 27001 consultant was absolutely brilliant. He talked me through the processes and stages making sure I understood each one. It made the whole process seem very easy. **"**
>
> **Susannah Williams,**
> Practice Lead, CloudSource Ltd

> **"**
> I have found the staff to be very helpful whenever I have contacted QMS with a query or a problem… a great help when you are working to tight deadlines. **"**
>
> **Robert Watkins,**
> Sales Director, APPS (UK)

# What is ISO?

**ISO certifications are awarded to organisations that meet international standards of best practice.**

They cover vital areas such as quality management, information security, the environment and health and safety, plus many more.

ISO Standards have been developed by leading industry experts from around the world. They're updated regularly to keep pace with changes in regulations, working methods and the expectations of consumers and society.

To gain an ISO certificate, you need to bring your business processes in line with the relevant Standard, then demonstrate your compliance to an auditor. These processes will need to be recorded in a documented ISO management system that you'll need to maintain over time.

Once you're certified, you can display ISO badges on your website and other marketing collateral, so customers, suppliers and other interested parties can see proof of your achievement.

> Our turnover continues to grow at over 10% a year after gaining certification, which was a very easy process with QMS. **"**
>
> **Jon Whitehead**,
> Cleankill
> (Environmental Services)

# Why do you need ISO?

**There are two factors here:
internal and external.**

## Internally…

- ISO improves the way you work.

- As you work towards an ISO certification, you'll start to uncover areas of your business that may not be working as well as they could. And as time goes by, you'll find more and more ways to improve.

- As a result, you'll build a more positive, focused working culture. Your organisation will be more effective and productive, and your people will be more motivated and engaged.

## Externally…

- ISO shows the world that you mean business.

- It sends a clear message to customers, partners, employees and everyone else that you care about the work you do, and how you do it.

- Gaining an ISO certification proves that you can deliver what you promise and you want to improve – no matter how good you are already.

- That unlocks the door to new business opportunities, happier customers and a stronger reputation.

# What is ISO 27001?

**ISO 27001 is an information security management system.**

It sets out and standardises your processes for storing, handling and transmitting data – including customer data – to keep it safe from theft, disclosure, unauthorised access or loss.

Data has become a key asset of every business. And as data becomes more valuable to you, it also becomes more valuable to hackers and competitors. According to a 2017 study by the Institute for Criminal Justice Studies, as many as 68% of large UK firms have suffered a cyber-security breach, costing them an average of £19,600 each.

**The diagram shows you what you need to consider when forming your ISO 27001 management system.**

## MANAGEMENT RESPONSIBILITY

+ Which areas within your information security management system will your management team take on?

## RESOURCE MANAGEMENT

+ How will you assign people, infrastructure and facilities to optimise performance?

## INFORMATION SECURITY

+ How you will operate to keep your systems and assets secure?

## MEASUREMENT, ANALYSIS AND IMPROVEMENT

+ How will you assess whether your system is working, and how it needs to improve?

**= ISO 27001 QUALITY MANAGEMENT SYSTEM**

As you work through these elements, you'll discover areas where you need to improve. In order to be certified, you'll need to bridge the gap between where you are now and where you need to be before an auditor can visit your organisation to confirm you've made the right changes.

ISO 27001 has been developed and refined over many years by the International Organisation of Standardisation (also known as ISO), the world's leading experts in management systems. It's recognised the world over as a sign that an organisation is committed to safeguarding its own data, and the data of its customers.

# Why ISO 27001? Here's how ISO 27001 can benefit you and your customers.

## Benefits for you

### REPUTATION
Show that you comply with international regulations (such as SOX)

### PROTECTION
Securely store and exchange confidential information

### RISK MANAGEMENT
Manage and minimise your risk exposure, giving customers and stakeholders confidence

### REPEAT BUSINESS
Make customers happier, and more likely to stay loyal

### CULTURE OF SECURITY
Get buy-in from employees and other stakeholders

### ALL-ROUND PROTECTION
Protect the company, its public reputation, its assets, its shareholders and its directors

> "
> The QMS auditor was very helpful and insightful when it came to ISO 27001. He was able to answer any questions and point us in the right direction. "
>
> **Sean Hilliar**,
> Data Centre Manager,
> IP House

## Benefits for your customers

### SECURITY
Customers know their confidential data will be in safe hands

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### RELIABILITY
Customers benefit from the knowledge that you have recommended, best-practice processes in place

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### RESILIENCE
Customers have confidence that your organisation can either avoid or quickly recover from data breaches and attacks

# Why QMS?

## We support you every step of the way.

Just getting to grips with the requirements can be a challenge in itself. Then you need to create and maintain a range of detailed formal documents. You need to work out what needs to change – and change it. And then you need to seek out a certification provider and pass a third-party audit.

At QMS, we've helped implement over 30,000 ISO management systems for businesses across the UK. That experience has given us the proven skills and experience to support you through the entire process.

> **"**
>
> We requested a course at short notice, and they were able to fit us in! Our trainer was great, giving us a very comprehensive insight into the internal audit process as well as some really useful background. **"**
>
> **Sarah Forbes,**
> Director, Fulbright

## ✓ Documentation

Your ISO management system needs to include all of your ISO-compliant processes and procedures. It needs to be rigorous and detailed, yet also clear enough for everyone to understand.

We can do the heavy lifting by creating this for you, supplying a range of document templates to help you easily implement any required changes while managing your day-to-day operations.

## ✓ Gap Analysis

Our gap analysis helps you identify what changes need to be made in order to meet the requirements of the Standard. Our expert consultants will then provide support and guidance on how best to close the gaps identified, in order to achieve certification.

## ✓ Certification

Once you're ready to be certified and we've created your ISO management system for you, a certification audit will need to be carried out to confirm that you're now meeting the requirements of the ISO Standard.

If you already have a documented ISO management system, we can use this to fast-track you to certification.

## ✓ Training

Internal audits, management reviews, non-conformities, manual updates… making ISO work can be a challenge. But we're here to help.

We offer training on every aspect of your management system, so you and your team feel completely confident about using and maintaining it.

Our trainers work onsite, nationwide, all year round.

## ✓ Support

We can offer ongoing support with ISO, whether you're already certified or not.

From just £49pcm, you can get unlimited telephone and email support, plus an annual on-site visit to help you prepare for the external audit.

### Fully accredited

We have been accredited under ISO 17021 by the ASCB, a UK accreditation body that's respected for its integrity and impartiality around the world.

ISO 17021 is the standard for certification bodies. It confirms that we're competent to develop, audit and certify all types of management systems, accurately and impartially.

## QMS connect

As a QMS Customer, you'll automatically gain access to QMS Connect, our specially developed online management system platform.

QMS Connect enables us to build your management system for you, share documents and templates, assign tasks during the certification process and inform you of upcoming appointments. It also provides you with a safe location to maintain your management systems, manage tasks, prepare for audits, spot non-conformities, deal with customer feedback and more.

**Through QMS Connect, your team will be able to stay connected. 24/7.**
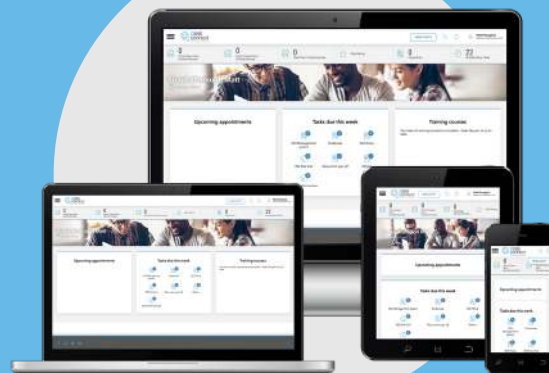
# How we work

## Our straightforward approach makes ISO simple.

We're committed to helping you cut costs, boost efficiency and enhance your reputation. That's why we do all we can to strip away complexities and unnecessary paperwork, so you can focus on what really makes a difference.

Here's our three-step process for gaining an ISO certification.

**Depending on your situation, you could gain your certification in just 45 days.**

Once certified, you'll begin a cycle of rolling annual audits, to make sure you're still compliant with the requirements of the Standard.

## 1 REVIEW

## 2 IMPLEMENTATION

## 3 CERTIFICATION

### What we do:

**1 REVIEW**

First, we'll carry out a gap analysis to review your existing processes, and document them in your online management system.

We'll give you templates and guidance to help you fix whatever needs to change.

**2 IMPLEMENTATION**

Through QMS Connect, we'll set you tasks and record the actions agreed during the gap analysis.

These activities will then be prioritised based on how much they will help you achieve certification.

**3 CERTIFICATION**

An auditor will check that your processes now meet the Standard.

As long as they're satisfied, and their recommendation is approved, you'll receive your certification.

### What you do:

**1 REVIEW**

Before the gap analysis, we'll invite you to join QMS Connect.

You can get familiar with the platform and start completing the documents, so your consultant can spend more time guiding and supporting you.

**2 IMPLEMENTATION**

You must make sure that you carry out the tasks and actions within the timeframe we've agreed.

You'll also need to gather evidence ready for your certification audit.

**3 CERTIFICATION**

You'll receive your certificate and certification marks via QMS Connect, ready for you to start promoting your achievement.

From now on, all you have to do is manage your ongoing compliance.

# How we can help you

## Our services are flexible and work around your business.

Want a complete, end-to-end service? Our premium service has everything you need, from initial consultancy through to audit support and certification. It also includes access to our digital platform, QMS Connect.

Need something different?
No problem – we can customise our services to meet your specific business needs. If you already have a documented management system in place, whether developed internally or by an external consultant, we can use it to fast-track you to certification – sometimes in just a few days.

Alternatively, if you just need a helping hand with finding out what needs to change, producing your documented management system or preparing for an external audit, we can do that too.

**Whatever your needs, we've got you covered.**

## Consultancy

✓ **Gap Analysis:**
To highlight any processes that need attention before you can achieve certification.

✓ **Stage One Audit:**
To identify whether your existing processes meet the requirements of the chosen Standard.

✓ **Management System**
Creation of your documented management system, detailing the relevant processes and procedures.

✓ **Documentation**
Templates and tutorial videos to help you ensure the right documentation is in place and is complaint with the chosen Standard.

## Certification

✓ **Stage Two Audit:**
To confirm that your management system reflects your latest processes, that everything is being documented correctly and it is all fully aligned to the Standard.

✓ **Certification:**
Following successful completion of the Stage Two Audit, an accredited certificate can be issued and registered on the International Register of Quality Assured Organisations (IRQAO).

## Compliance

✓ **Surveillance Audit:**
An annual visit. to look again at aspects of the management system and make sure you're still compliant with the Standard.

✓ **Re-certification Audit**:
Taking place every third year, this audit reassess all aspects of your management system and makes sure you're still compliant.

✓ **Support:**
Unlimited phone and email support, during office hours, to help you with your ongoing compliance. Additional support visits can then also be arranged to suit your needs.

# Next steps

## ISO 27001 is often just the beginning.

Gaining an ISO 27001 certification is great. But there are also many other Standards you could benefit from, each one focusing on a different area of excellence.

The more Standards you get, the more familiar you become with the certification process, and the less time and resources you need to devote to it.

We can help you with any or all of these Standards. To find out more, just get in touch and ask for our brochures dedicated to ISO 14001, ISO 9001 or ISO 45001.

> **"**
>
> After worrying about the outcome of the audit the day before, the QMS consultant made me feel so relaxed and at ease. I couldn't have asked for a better consultant. Very happy with the outcome and look forward to next year's visit. **"**
>
> **Lara Harris,**
> Health and Safety Manager,
> B&H Services Air Conditioning



## ISO 9001
## Quality management

To keep customers happy, you need to meet their needs and offer them consistent quality. And if you can't, someone else will.

ISO 9001 is a quality management system. It sets out how you'll meet customer needs and continuously improve your products or services. It can also help you increase sales, reduce costs, boost morale, streamline processes and improve supplier relationships.

ISO 9001 certification shows that you are a truly customer-focused organisation, giving you an edge in winning new business and attracting high-calibre suppliers and partners.

## ISO 14001
## Environmental management

These days, customers expect every business to minimise its environmental impact. All else being equal, the greener firm gets the sale.

ISO 14001 sets out the standard for a 'best practice' environmental management system. It will help you reduce your environmental impact, track your performance and meet your legal obligations.

Gaining an ISO 14001 certification shows customers and partners that you're committed to acting in an environmentally responsible way.

## ISO 45001
## Occupational health and safety management

Every year hundreds of people are killed and thousands of people are injured while at work. That is why every business has a duty to keep staff members safe at the workplace.

ISO 45001 is the latest recognised Standard for occupational health and safety management. It helps you to reduce workplace risks, build awareness, improve employee safety and make sure your company complies with legislation.

Getting an ISO 45001 certificate shows that you care about the wellbeing of your workforce. That sends a strong message about your commitment to corporate social responsibility.

# Other Standards

| | | |
|---|---|---|
| • | **ISO 15489** | Records management |
| • | **ISO 17100** | Translation services provider |
| • | **ISO 20000-1** | IT service management |
| • | **ISO 20252** | Market, opinion and social research |
| • | **ISO 22000** | Food safety management |
| • | **ISO 22301** | Business continuity management |
| • | **ISO 31000** | Risk management |

| | | |
|---|---|---|
| • | **ISO 37001** | Anti-bribery |
| • | **ISO 44001** | Collaborative business relationships |
| • | **ISO 50001** | Energy management |
| • | **ISO 55001** | Asset management |
| • | **BS 8522** | Furniture removal activities |
| • | **BS 10012** | Personal information management |
| • | **BS EN 15713** | Destruction of confidential material |

# Get in touch

To learn more about our service, ISO 27001 or any other ISO certification,  just contact us by phone or email.
You can also visit our website to get a quote online or chat live with one of our friendly team.

📞 **0333 344 3646**    ✉️ **enquiries@qmsuk.com**    🌐 **qmsuk.com**

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