ISO Is The Path To Quality Assurance

The Need For Standardization

The Challenge: Economic uncertainty has forced companies to find ways to become more efficient in order to maintain profitability and be globally competitive. Formal performance improvement programs like ISO 9000 help to improve quality and operational efficiency, granting your company a competitive edge.

Why Drive ISO with BPM? Driving ISO initiatives with Business Process Management (BPM) creates far-reaching value for your organization, going beyond the ISO audit certification. While ISO standards are extremely useful to organizations, some of the standards lack a comprehensive outlook of the needs of modern businesses. Beyond a standard designed to facilitate international trade, ISO certification provides value in the form of marketing appeal and by fulfilling customer requirements. In order to achieve optimal business practices that will maximize your ROI, industry best practices provide ISO's missing components.

With BPM you will meet ISO requirements faster while engaging your employees and creating consistency and transparency across your organization. The Enterprise Process Center® (EPC) allows users to manage the continuous improvement of your processes and policies. By leveraging industry best practice frameworks such as the Supply Chain Operational Reference (SCOR) and the Informational Technology Infrastructure Library (ITIL), your organization can easily achieve ISO compliance and produce comprehensive process optimization.

The Interfacing Advantage: The Enterprise Process Centre is the most user-friendly way to implement a process management system that meets ISO regulations, while providing a full audit trail and robust reporting features. Out of the box best practice frameworks allow you to easily and effectively model your business processes based on proven standards. The EPC ensures transparency for audits and accreditation, complements your other organizational goals and initiatives, and allows you to adapt your processes for the future.

In addition, EPC's process management capabilities allow you to constantly maintain your ISO certification. Often companies gain ISO certification but future audits reveal that the requirements have not been upheld. Easily maintain your ISO certification and take the headache out of ISO audits with the Enterprise Process Center.

ISO 9000 - Quality Management

ISO 9000 is rapidly becoming the most important international standard because it ensures quality, saves money and helps your company satisfy client expectations. ISO 9000 provides a quality management system for improving and controlling the quality of your products and services. It also reduces the costs associated with inferior quality management processes, making your organization more competitive.

ISO 14000 - Environmental Management

ISO 14000 ensures that a company minimizes the effect its activities have on the environment by implementing specific controls at the process level. ISO 14000 enables companies to reduce the penalties and fines conferred when environmental laws are breached. Furthermore, the adoption of ISO 14000 reduces waste, cutting down overhead, and ensuring the efficient use of materials.

ISO 20000 - Technology Management

ISO 20000 is an IT governance initiative intended to standardize IT policy by adopting standard best-practice processes in IT service. ISO 20000 is quickly becoming integral to modern business, as IT and business become more and more reliant on each other. By attaining compliance under ISO 20000, your company can increase efficiency in its delivery of IT services by providing a solid technology framework.

Our software allows you to:

- Document processes to meet ISO regulations
- Manage controls and standards
- Improve operational efficiency
- Engage your employees in process lifecycle
- Increase ownership and transparency

interfacing.
www.interfacing.com

ISO 9000 & SCOR

ISO 9000 is an effective standard that focuses on quality assurance and the continuous improvement of processes. The standard, however, is not comprehensive in its level of detail and results in the separate handling of quality and management issues. The SCOR framework provides this missing functionality. The use of SCOR enables organizations to achieve ISO 9000 requirements while allowing manufacturers to manage both operational and financial performance. Bridging the gap between operational and financial performance leads to a better understanding of business strategy vs. performance goals. In particular, the SCOR model allows management to better evaluate profit and loss indicators, which are a critical component to success. With the use of the Enterprise Process Center to map, model, and execute your processes based on SCOR models, your organization can achieve ISO 9000 certification and overall quality assurance.
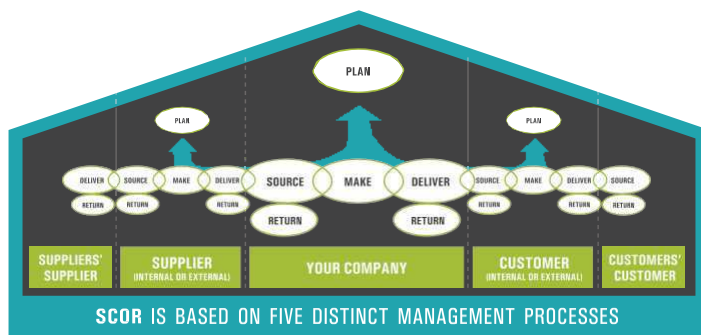
ISO 20000 & ITIL

ISO 20000 is one of the most widely adopted IT standards in the world. Based off of the Informational Technology Infrastructure Library (ITIL) best practice, ISO 20000 is a critical requirement for outsourced IT services in many countries. The ISO 20000 standard outlines policies for managing IT infrastructure, development, operations, and audit criteria. The Enterprise Process Center offers users an out of the box ITIL process library. ITIL provides a set of policies for managing IT infrastructure, development, and operations as required by ISO 20000. Although ITIL does not fulfill ISO 20000's auditing criteria, this missing requirement can be satisfied using the EPC's audit trail capabilities. By modeling your organization's operations based on ITIL, your organization can easily achieve ISO 20000 certification.

SCOR IS BASED ON FIVE DISTINCT MANAGEMENT PROCESSES
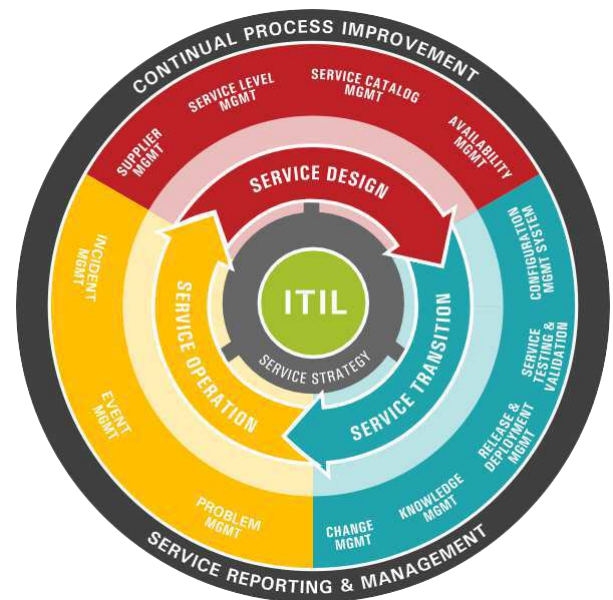
EPC lets you be consistent and flexible

As changes to ISO requirements or your business process models occur, the EPC user interface allows for the simple integration of these changes, while still ensuring control and equilibrium. Furthermore, our software is designed to be easily adaptable. The EPC integrates into your organization and maximizes the benefits of BPM, whatever your specific goals or circumstances might be.

As quality and compliance requirements continue to become more demanding, Interfacing is your BPM expert, leading the way to corporate efficiency with easy to deploy, comprehensive solutions for all your quality and compliance needs.

The advantages of EPC…

Ensures compliance – Organization's governing policies are defined, shared and automatically applied.

Reduces human error – Processes are standardized according to corporate and regulatory policies, eliminating manual errors and resulting in significant cost savings.

Increases transparency – Complete audit trails, track processes, extract and report changes, improving visibility.

Increases overall productivity – Processes are streamlined for their fully integrated end-to-end management.

Lowers costs – Quality and compliance initiatives are streamlined and automated, lowering the soft and hard costs.