

To Whom It May Concern

Re: Systems Assured Limited: ISO9001 Accreditation

Having followed a rigorous selection process to secure the services of a reputable Management Systems Consultancy, we appointed Systems Assured at the end of July 2015. Towards the end of 2016 we finished our project, successfully gaining ISO9001:2015 accreditation. This has provided us with a robust Quality Management System, defined processes.

As an International operation our setup is complex and we changed the scope of the project along the way to meet the needs of our rapidly growing business. Systems Assured held our hand through each stage of the process and with great maturity, worked alongside us to meet our demands and requirements.

An additional complexity was that we were working towards the brand new ISO standard ISO9001:2015 only published in September 2015. We were impressed with the extensive research Systems Assured undertook to ensure our QMS met all the requirements of the new standard.


Our appointed Consultant is Richard Blackie. He worked closely with our team, attending our offices on a regular basis to fully embed himself in our culture and ensure our resulting QMS is practical, efficient and relevant. He also completed our core assessments in order to really understand what we do. Richard's knowledge of all things ISO is exceptional and we really valued his guidance on our processes.

Overall the quality of service provided was of a very high standard with regular courtesy contact from the head office to ensure we are satisfied. Systems Assured have proved to be both technically excellent and commercially astute.

Given the challenging nature of our ever changing and growing organisation I believe that Systems Assured did really well to adapt and keep up with the changes.

The project has overall run smoothly and despite us throwing an office move and job role/structure and team changes into the middle of it, has still been delivered to our timescales.

We have now signed up with Systems Assured on an ongoing basis to help maintain our QMS, undertake auditing and provide additional support for external audits. This will make sure we gain maximum benefit from using the QMS to improve our business and ensure our accreditation is secure.



Kirsten Farr
Operations Manager
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