

WHITEPAPERS

WHY IT MATTERS

CUSTOMER FEEDBACK AND ITS
IMPLICATIONS IN THE ISO
CERTIFICATION INDUSTRY

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Initially, I was slightly concerned about doing a remote audit due to COVID restrictions. I found it to be very similar to an onsite audit with phone calls and requests for evidence. I was really pleased with how it went. We are very happy with the ease of the service provided especially in this COVID year. We even received our audit report earlier than expected!

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- Cindy Kroehn, Growers Wine Group

WHY THIS MATTERS

In this COVID world, one of the biggest concerns has been around **remote audits**.

Initially, many of our clients were concerned and unsure about how the process might work. But Sustainable Certification was always prepared for the worst.

We have a solid remote audit system in place. Many of our clients like Cindy have noted that there is literally no difference in the audit process.

We do not cut corners and our team of expert auditors use their knowledge and adaptability to make our remote audits as effective and seamless as a site audit.

Benefits include: saving time and money using technology, avoiding logistics related to auditing and increased efficiencies.

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Changes to the organisation and COVID-19 has made things very difficult. But despite that Sustainable Certification gives the organisation faith we are doing everything we can from the safety space very well, and it also lets our business partners know they can trust that we deliver on safety. My experience was very good!

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- Richard Gale, Conservation Volunteers

WHY THIS MATTERS

COVID-19 has made things difficult for most sectors across the world.

But businesses adapt. The core challenges still remain the same for a business: how to communicate value both internally and externally?

The concepts of Safety and Trust remain as they were pre-COVID. And they are not likely to go away anytime soon.

Customers need to keep the faith when they work with businesses and our ISO certifications and beyond facilitate that very faith.

Things have been tough. But we have been making it ever so easier for businesses over the course of 2020. And we will continue on that path.

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Being new to the role I found dealing with Sustainable Certification very easy and helpful. At this stage I am more than satisfied with what is currently done. Sustainable Certification allows me to closely monitor our quality system and strive to improve it all the time.

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- David Pettman, Newnham Earthmoving

WHY THIS MATTERS

Businesses want more than just certifications.

They want to deal with a provider that is actually easy to deal with. They want to work with providers who listen to their needs.

They are actively looking to form a long-term relationship with the provider and not just a transactional one.

We pride ourselves on the fact that we provide numerous ISO certifications, but we also respond our customer needs.

For us, our clients are far more than just a number. Our commitment to helping businesses grow is total and complete, which is evidenced by such testimonials.

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We are greatly appreciate sustainable to provide this helpful platform for our QMS system because we need to have continually improvement for our system. It is very helpful to us for obtaining this certificate and enable us to show our company level of competent in the challenging market. They have exceed our expectations.

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- Yu Yong Kok, Sanjung Khas Sdn Bhd

WHY THIS MATTERS

Again, it comes back to what our clients need.

We are very insistent on listening to our clients. For them, it is important to communicate a certain message to their target audience.

They want to position themselves as a competent business, they want to show clear differentiation between them and the rest of the market. And that is what we assist them with.

Regardless of which industry they find themselves in (and we work with numerous industries) every client of ours needs to continuously improve.

Be it quality, or environmental management, safety, information security etc we make it our business to exceed their expectations.



CONTACT US!

Speak to the team at Sustainable Certification and find out how we could support you.

Call us on **1800 024 940** to speak directly to our staff.

Or send us your questions via email at:

co@sustainablecertification.com.au

We'll get back to you as soon as possible.

