

## **An ISO 9001:2008 Certified Company**

**Martin Brothers has achieved another significant milestone for your benefit**

### **Why is ISO important for Customers?**

ISO is an international network of national standards institutes. Based out of Switzerland, it is the world's largest developer of standards. In today's global market place, ISO 9001:2008 series had been adopted by organizations in over 90 countries across the globe and it acts as a foundation for building world-class business management systems.

The standards developed by ISO provide guidelines to companies of all types on delivering customer satisfaction through quality management and continuously striving for improvement.

Customers should insist on doing business with ISO certified companies because it requires the company to have:

- (1) A clear understanding of customer needs and expectations across the organization.
- (2) Manage business processes to produce a product or service confirming to customer expectations.
- (3) Deliver effective customer results, through better utilization of resources.
- (4) Use fact based decision-making approaches.

### **What does this mean for Martin Brothers Customers?**

- (1) Martin Brothers customers will receive products or services of a known level of quality that is independently audited.
- (2) Martin Brothers issues products or services to its customers in quick time and with maximum accuracy.
- (3) Martin Brothers take pride in demonstrating reliability and trust amongst our customers.
- (4) Martin Brothers customers can have a greater faith in the company's goods and services.
- (5) Martin Brothers has processes which are customer friendly and are periodically reviewed to make them in line with the requirements of our customers.
- (6) Thus, your company will be more cost effective when partnering with ISO Certified Martin Brothers.