



Chris Green

The BCI

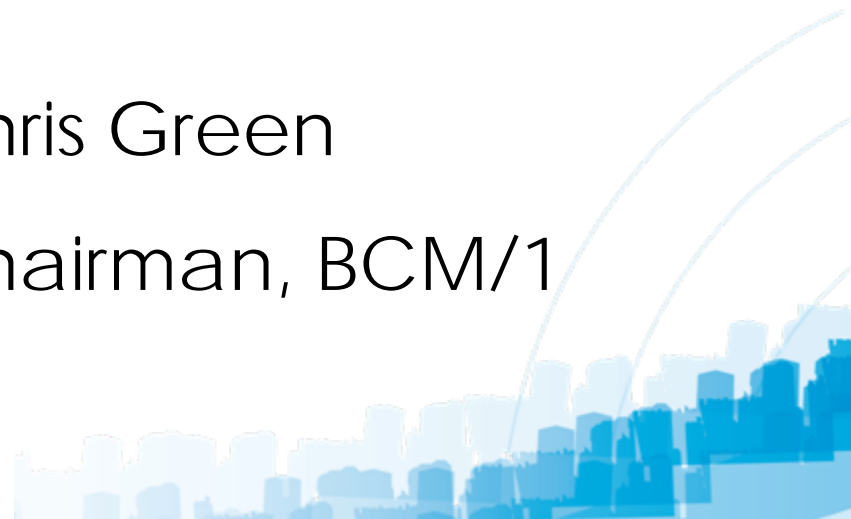
**Making
government
work better**

BS25999

Certification and Value

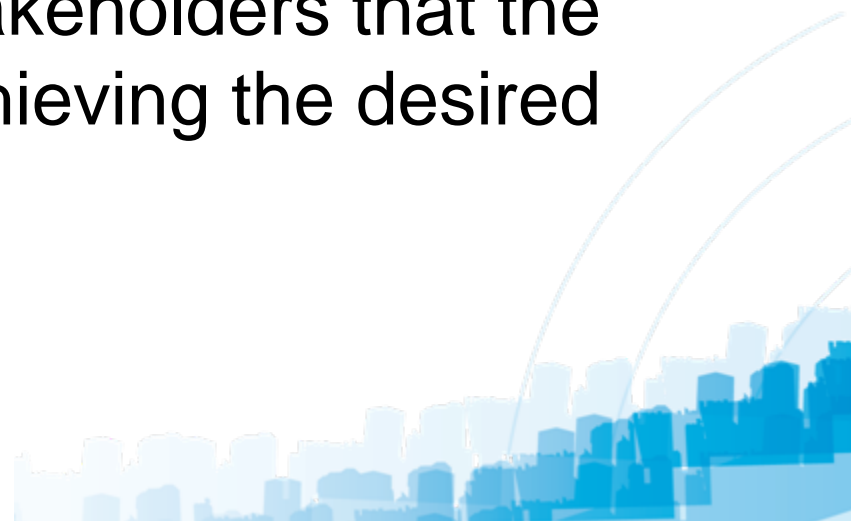
Chris Green

Chairman, BCM/1



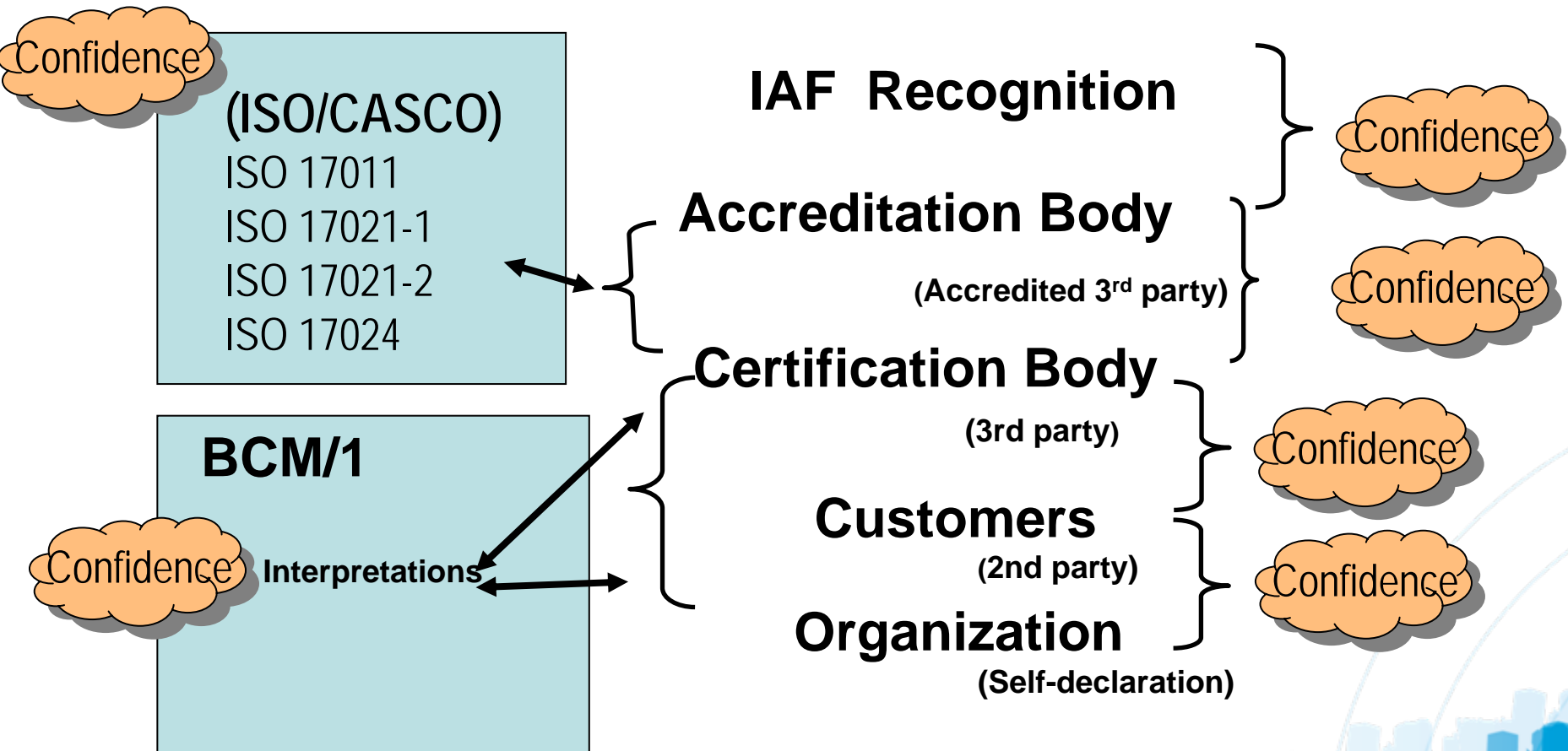
What is Certification All About?

- **CONFIDENCE**
 - Demonstrating that the organization has a BCMS conforming to 25999:2
 - Providing **CONFIDENCE** to the organization's customers and other stakeholders that the BCMS is effective in achieving the desired outputs



How to Provide Confidence?

“Ladder” of confidence-promoting activities



Ongoing Confidence

Focus on results

- Did the ***organisation*** improve its resilience and recoverability? (Customers can't see the BCMS)
 - If **YES**, Confidence in certification **INCREASES**
 - If **NO**, customers lose confidence in certification, and BS25999 credibility suffers

Good Guys a



Stratification of Organisations

- **“Quality”** organizations
 - Use BS25999:2 as part of an overall philosophy. 25999 is a **management** tool
 - Driven by top management leadership
 - Results focused
- **“Minimalist”** organizations
 - “What’s the minimum we have to do to get the certificate??”
 - Driven by fear, and customer pressure
 - May try to “cut corners”

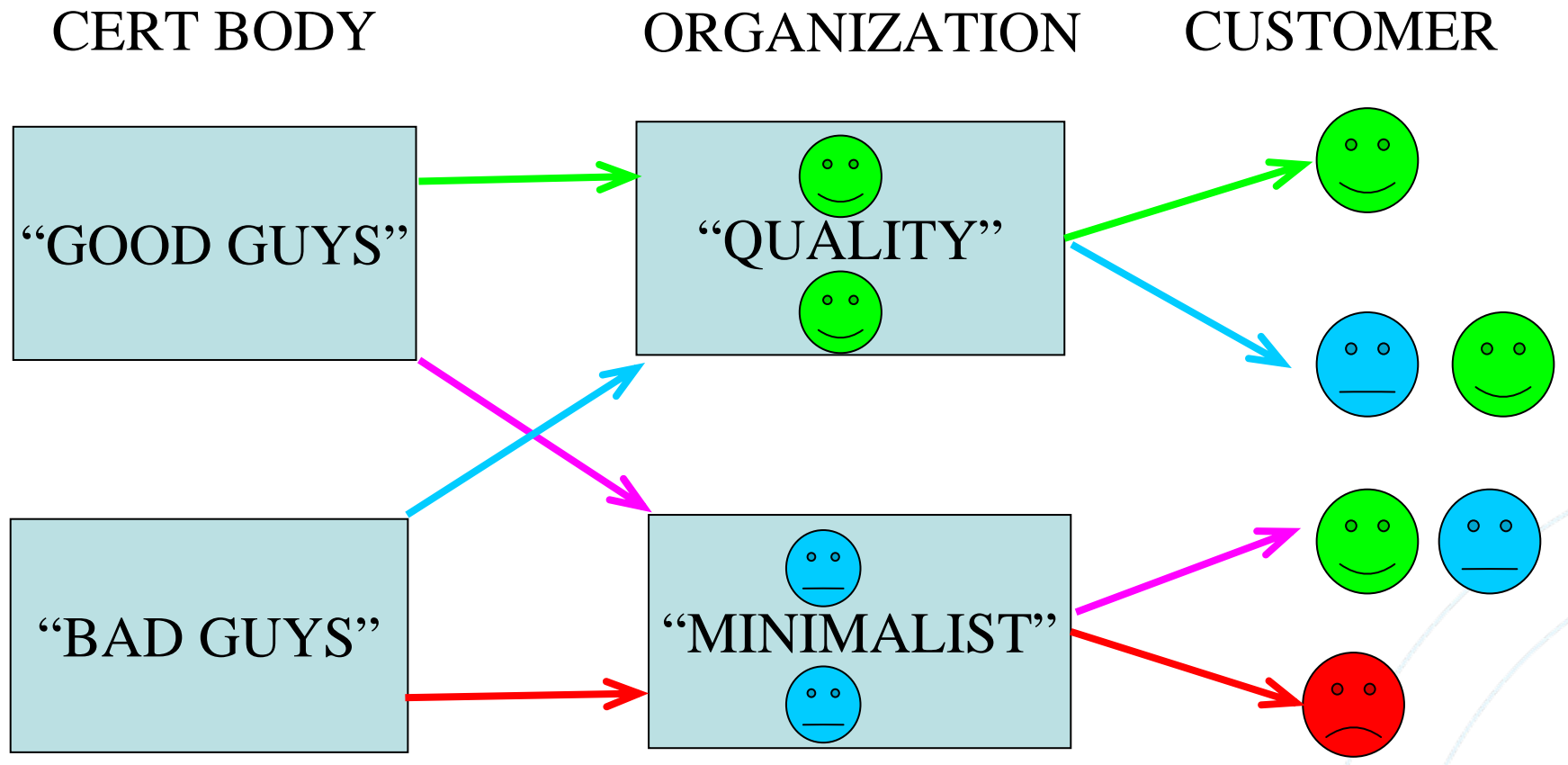
Stratification of Consultants

- ***“Quality”*** Consultants
 - Knowledgeable
 - Business focused
 - Offer several solutions
 - Value-adding
- ***“Minimalist*** consultants”
 - Superficial knowledge
 - Sell documentation packages
 - “This is how it has to be done”
 - Not value

Stratification of Purchasers

- **Intelligent**
 - Purchase based on overall life cycle cost
 - Give credit for good quality / performance
- **Ignorant**
 - Purchase only based on cheapest price

Permutations



We Know It's Not Simple

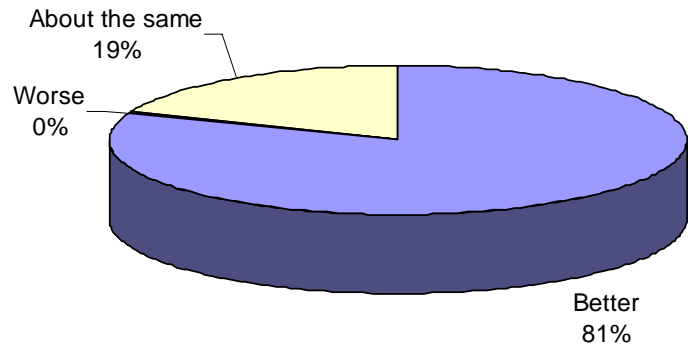
- Certification of management systems is not like other forms of conformity assessment (calibration, laboratory measurements, inspection etc)
- “Black or white” versus “Shades of grey”



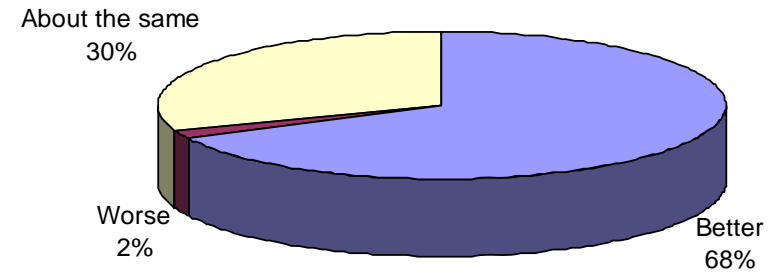
Brazil's Experience

ISO 9001-certified suppliers compared to non-certified suppliers in terms of:

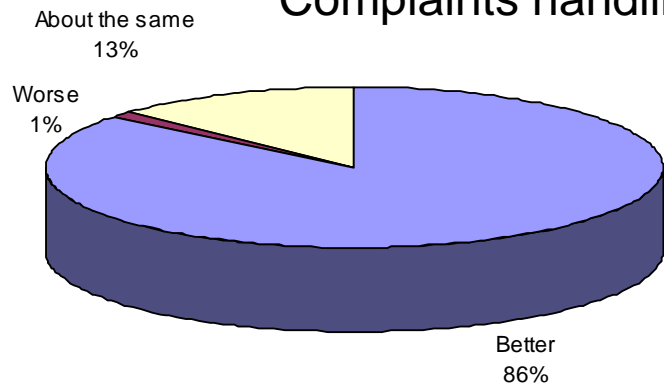
Intrinsic product quality



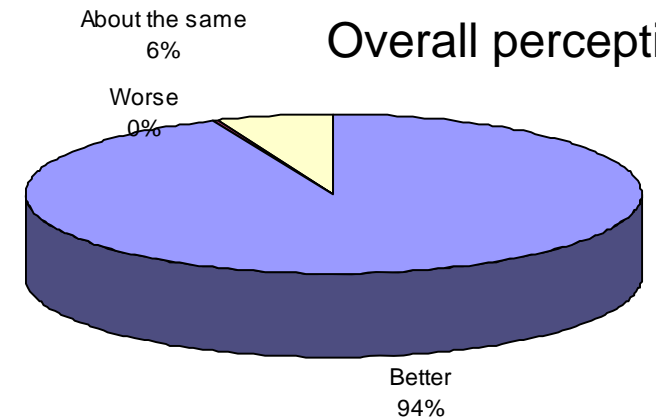
Associated service level



Complaints handling



Overall perception



To Summarise:

- CONFIDENCE
 - Good certification builds stakeholder confidence
 - Poor certification will damage the integrity of:
 - *You*
 - *The standard*
 - *BCM as a discipline*



But as Always.....

- CAVEAT EMPTOR.....



Thanks for Your Interest

