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ISO 9000 series
Quality management
Conformity assessment
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2010

Quality management

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Quality standards have been used over the years to improve the quality of products and services in the increasingly competitive marketplace. Organizations can help secure their future by committing to a process of continual improvement and introducing a quality management system (QMS) such as ISO 9000, or by adopting the process of conformity assessment.

BSI offers a wide range of quality standards, books and electronic products to help your organization improve your quality of products and services.

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ISO 9000 Series

BS EN ISO 9000:2005 Quality management systems. Fundamentals and vocabulary



This standard describes the fundamentals of a quality management system (QMS), which form the subject of the BS EN ISO 9000 family, and defines related terms.

BESTSELLER

- A4 Loose-leaf/PDF
- 42 pages
- ISBN 0 580 46751 1

Price £70*, Member Price £35

BS EN ISO 9001:2008 Quality management systems. Requirements



BS EN ISO 9001 identifies the eight quality management principles that can be used by senior managers to lead the organization towards improved performance. The principles are:

- Continual improvement
- Customer focus
- Factual approach to decision-making
- Involvement of people
- Leadership
- Mutually beneficial supplier relationships
- Process approach
- Systems approach to management.

One of the fundamental purposes of BS EN ISO 9001 is to enable the development of a quality management system (QMS) that is fully integrated into the normal operations of your business. This standard avoids the application of systems that are separate from your organization's business processes. Therefore, it creates a more logical and effective approach to managing an organization which is process-based.

BS EN ISO 9001 is also available in a laminated A5 spiral-bound format making for extra durability.

BESTSELLER

- A4 Loose-leaf/PDF
- 40 pages
- ISBN 978 0 580 68738 9

Price £80*, Member Price £40

BS EN ISO 9004:2009 Managing for the sustained success of an organization. A quality management approach



BS EN ISO 9004 will provide your organization with guidance and support to achieve sustained success by a quality management approach. It can be used by any organization, regardless of size, type and activity.

BS EN ISO 9004 promotes self-assessment as an important tool for the review of the maturity level of your organization. It covers leadership, strategy, management system, resources and processes, to identify areas of strength and weakness and opportunities for improvements and innovations.

BS EN ISO 9004 can be used alongside ISO 9001 and other management system standards, but can also be used independently.

NEW STANDARD

- A4 Loose-leaf/PDF
- 56 pages
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Price £168*, Member Price £84



BSI Quality Management Self-assessment ISO 9001™

NEW ISO 9001 self-assessment tool

The BSI Quality Management Self-assessment tool will give you confidence in your quality management policies and processes. It will allow you to assess your quality management system (QMS) and draw conclusions on your compliance with ISO 9001. It will also help you to:

- Improve customer satisfaction and loyalty
- Improve the quality and consistency of products and services
- Achieve preferred supplier status
- Reduce the returns of poor quality goods
- Increase profitability
- Enhance brand credibility and protect reputation
- Reduce costs, production time and wastage.

With access to expert guidance, BSI Quality Management Self-assessment will help organizations implement ISO 9001 and monitor their compliance with its requirements. It will help you demonstrate to your senior management, and stakeholders that you are consistently delivering high quality products and services.

Putting ISO 9001 into practice

BSI Quality Management Self-assessment online will support those new to implementing ISO 9001 as well as supporting the experienced user. BSI Quality Management Self-assessment tool will help you to set-up or maintain a QMS in line with the requirements of ISO 9001 and initiate a continual review and assessment culture.

Who should use this tool?

BSI Quality Management Self-assessment is designed for all organizations that wish to implement or continue their QMS programme. It can be used by organizations of all sizes, across all sectors that are intending to:

- Improve their quality performance in a systematic way
- Establish, implement, maintain and improve a QMS
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- Gain certification of its QMS by an external organization
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ISO 9000 Series

Understanding ISO 9001:2008 and Process-based Management Systems (Second Edition) *Ian Rosam and Rob Peddle*



This book decodes the standard, explaining it in business terms. The book will help the reader to understand exactly how their organization operates. By focusing on identifying and delivering the organization's business objectives, this user-friendly guide shows how the requirements of ISO 9001:2008 can be met.

This book examines the impact of process-based management, outlines what is required to achieve certification and advises how to build the foundations for business improvement beyond ISO 9001:2008. It shows how to maximize the benefits of a QMS by applying it appropriately, and how overall business performance can be enhanced.

NEW BOOK

- A4 paperback
- 100 pages, 2009
- ISBN 0 580 67656 7
- BSI order ref BIP 2013

Price £45*

Beyond Registration. Getting the best from ISO 9001 and business improvement Third Edition

Steve Tanner with Mike Bailey



Beyond Registration is for all organizations seeking continuous improvement and is particularly relevant to enterprises that have registered to ISO 9001 and are looking for ways forward.

The book, thoroughly revised and updated, will help organizations improve their performance. It outlines several business improvement models and approaches, and compares them with ISO 9001. It demonstrates how ISO 9001 provides support to and is consistent with those models and approaches.

POPULAR BOOK

- Royal paperback
- 120 pages, 2007
- ISBN 978 0 580 50363 4
- BSI order ref BIP 2020

Price £25*

Connor. The ISO 9001:2000 Road Movie. Leadership Skills for Customer Satisfaction



Connor is a logistics and warehouse manager. He gets things done and he works to processes. He is a competent manager. However, when it comes to customer satisfaction, he just doesn't get it. He lacks knowledge and leadership skills. That is, until he takes a little road trip.

The ISO 9001:2000 Road Movie demonstrates the 11 leadership skills and actions which will help managers become leaders of customer satisfaction.

The DVD comes with a training pack on CD containing slide presentation and facilitators' guide.

POPULAR DVD and CD-ROM

- DVD and CD-ROM
- 29 minutes, 2005
- Published by Nicholas and Smith
- BSI order ref BIP 3030

Price £495*+ VAT

Creating a Process-based Management System for ISO 9001:2000 and Business Improvement

Ian Rosam and Rob Peddle



This book gives practical guidance on the creation and implementation of a process-based management system that meets the requirements of your business first and then ISO 9001:2000.

Applicable to any organization, this approach is critical for both long term value and organization wide involvement.

Contents:

The process-based management system in context; The process approach; Designing your management system; Process design (mapping and understanding processes); Procedure design – linking supporting information to processes; Linking of processes; Key performance indicators (KPIs); Implementing the system; Case studies.

'Moves management systems to another level'

Palmer and Harvey

POPULAR BOOK

- A4 Paperback
- 96 pages, 2003
- ISBN 0 580 41546 5
- BSI order ref BIP 2014

Price £45*

Gorilla in the Midst. Auditing to Add Value DVD



This DVD is designed for training internal and external auditors of standards such as ISO 9001, ISO 14001, and other management systems and codes of practice such as health and safety, HACCP, and health care.

The programme is ideal for new auditors and for auditor refresher courses. It can also be used for auditee awareness and helps partnership building between auditor and auditee. The DVD comes with a training pack on CD containing a slide presentation, facilitators' guide and self-study guide.

POPULAR DVD and CD-ROM

- DVD and CD-ROM
- 27 minutes, 2005
- Published by Nicholas and Smith
- BSI order ref BIP 3028

Price £495*+ VAT

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- Find out which trade associations and professional bodies are represented on BSI committees and discover which standards they are working on
- Suggest a new standard and put forward your ideas



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ISO 9000 Series

ISO 9001:2000 Case Studies: Experiences from auditing practice *Klaus Graebig*



With its practical focus, this book has a special place in quality management literature.

Highly experienced auditors have contributed hundreds of examples of how the individual requirements of ISO 9001:2000 have been implemented. All sizes of organization, every sector of industry and all types of products and services have been covered.

The examples are all taken from real-life situations. Each of them is rated on a scale from very good to very poor. The ratings have been approved by the auditors. They show how it is possible to meet or fall short of each requirement of the standard. The successes and failures are equally instructive.

BOOK

- Royal paperback
- 242 pages, 2006
- ISBN 0 580 48996 5
- BSI order ref BIP 2114

Price £30*

ISO 9001:2000 in Brief Second Edition *Ray Tricker and Bruce Sherring-Lucas*



This book explains how ISO 9001:2000 affects businesses, and how ISO 9001:2000 can easily and cost-effectively satisfy their customers' requirements for quality control and quality assurance.

POPULAR BOOK

- Royal paperback
- 192 pages, 2005
- Published by Butterworth-Heinemann
- ISBN 0 750 66616 1
- BSI order ref BIP 2099

Price £19.99*

Medical Devices: ISO 13485 and ISO 9001

Dr Dennis Green



This book is for those who are responsible for seeking compliance with the requirements of the quality management systems standard ISO 13485 on medical devices. There are many aspects of this standard that are identical to ISO 9001, meaning that accredited certification to both standards can be achieved at the same time, relatively easily.

In addition the continual improvement aspect of ISO 9001 can offer real gains and competitive advantage to those who manufacture and service medical devices. The book takes the reader through the clauses of both standards, providing essential information on ISO 13485, ISO 9001 and quality management system auditing.

BOOK

- A4 Paperback
- 194 pages, 2005
- ISBN 0 580 45644 7
- BSI order ref BIP 2071

Price £50*

Quality of Care in Residential Homes for the Elderly

Dr Dennis Green



This book is for owners, managers and senior staff of residential care homes in England and Wales who aspire to provide the best possible service to their residents at all times. It explains how the ISO 9001 quality management standard can provide a template for getting things right and continually striving to make them even better. The book will also be invaluable for local authorities with responsibilities for the care of elderly people in care homes.

BOOK

- A4 Paperback
- 146 pages, 2005
- ISBN 0 580 45645 5
- BSI order ref BIP 2072

Price £30*

Quality Patient Care in Hospitals *Dr Dennis Green*



This book is intended for those who work in NHS and private hospitals in the UK – anyone keen to improve the department in which he or she works and who wishes to give the best possible service to their patients at all times. Recent developments, including the formation of the Commission for Healthcare Audit and Inspection (CHAI) and the National Service Frameworks (NSFs), are increasing the scrutiny of hospitals and the quality of care they offer.

The ISO 9001 standard offers a great opportunity for further improvements to be made to our hospitals.

BOOK

- A4 Paperback
- 220 pages, 2005
- ISBN 0 580 45646 3
- BSI order ref BIP 2073

Price £30*

The Power of Process Auditing



This is a unique educational resource for internal and external auditors of ISO 9001, ISO 14001, OHSAS 18001, ISO 15189, GMP, HACCAP and other management systems.

As well as being an excellent resource for new and experienced auditors, it gives management an appreciation of what a process audit is and how it can help improve the business, and can be easily incorporated into any facilitated auditor training or self study program.

DVD and CD-ROM

- DVD and CD-ROM
- 27 minutes, 2005
- Published by Nicholas and Smith
- BSI order ref BIP 3058

Price £495* + VAT

Quality Management

BS EN 15038:2006 Translation services. Service requirements



BS EN 15038 specifies the requirements for the translation service provider (TSP) with regard to human and technical resources, quality and project management, the contractual framework, and service procedures.

Its purpose is to establish and define the requirements for the provision of quality services by translation service providers. It encompasses the core translation process and all other related aspects involved in providing the service, including quality assurance and traceability.

This standard offers both translation service providers and their clients a description and definition of the entire service. At the same time it is designed to provide translation service providers with a set of procedures and requirements to meet market needs.

Conformity assessment and certification based on this standard are envisaged.

STANDARD

• A4 Loose-leaf/PDF • 22 pages • ISBN 0 580 48634 6

Price £86*, Member Price £43

BS EN 60812:2006 Analysis techniques for system reliability. Procedure for failure mode and effects analysis (FMEA)



BS EN 60812 describes failure mode and effects analysis (FMEA) and failure mode, effects and criticality analysis (FMECA), and gives guidance as to how these techniques may be applied to achieve various reliability programme objectives, by:

- Outlining the basic principles
- Identifying appropriate terms, assumptions, failure modes, and criticality measures
- Providing the procedural steps necessary to perform an analysis
- Providing examples of the typical forms used.

STANDARD

• A4 Loose-leaf/PDF • 50 pages • ISBN 0 580 47913 7

Price £162*, Member Price £81

The Translation Service Provider's Guide to BS EN 15038

Chris Cox, GeoLang Ltd



BS EN 15038 is the first European standard to set out the requirements for the provision of quality services by translation service providers (TSPs).

The Translation Service Provider's Guide to BS EN 15038 is a step-by-step guide for TSPs to achieve conformity to the standard. The author advises how businesses can benefit from implementing the standard, and how to choose the most resource-efficient method.

The book is written for those not familiar with standards, in language that individual translators or micro-enterprises can easily understand. It will be particularly useful in reducing the risk of undertaking unnecessary or erroneous actions.

The book also gives detailed advice on the variety of methods of conformity assessment available to service providers, so that once you are compliant with the standard, you can tell your current and potential clients about your new-found status and begin to reap the benefits.

NEW BOOK

• Royal paperback • 72 pages, 2006
• ISBN 0 580 49074 2 • BSI order ref BIP 2116

Price £25*

BS ISO 10014:2006 Quality management. Guidelines for realizing financial and economic benefits



This standard provides guidelines for achieving financial and economic benefits through the effective application of the interrelated eight management principles developed from those in ISO 9000, helping to enable success and sustainability of your organization.

A cornerstone of this standard is a self-assessment gap analysis tool that helps identify your current position and prioritize opportunities for value-added action. Plan-Do-Check-Act process models then assist in the targeted application of the interrelated management principles.

STANDARD

• A4 Loose-leaf/PDF • 34 pages • ISBN 0 580 48797 0

Price £142*, Member Price £71

BS ISO 10019:2005 Guidelines for the selection of quality management system consultants and use of their services



This standard provides guidance on selecting a quality management system (QMS) consultant. It will be invaluable to organizations by enabling them to choose a consultant who is able to meet their specific needs, expectations and objectives. The effectiveness of the consultant will have an impact on the QMS which, in turn, will affect the performance of the organization.

BESTSELLER

• A4 Loose-leaf/PDF • 22 pages • ISBN 0 580 45351 0

Price £86*, Member Price £43

BS EN ISO 19011:2002 Guidelines for quality and/or environmental management systems auditing



BS EN ISO 19011 provides guidance on the principles of auditing, managing audit programmes, conducting quality management system audits and environmental management system audits, as well as guidance on the competence of quality and environmental management system auditors.

It is applicable to all organizations needing to conduct internal or external audits of quality and/or environmental management systems or to manage an audit programme.

The application of this international standard to other types of audit is possible in principle, provided that special consideration is paid to identifying the competence needed by the audit team members in such cases.

POPULAR STANDARD

• A4 Loose-leaf/PDF • 44 pages • ISBN 0 580 40556 7

Price £158*, Member Price £79

A5 LAMINATED VERSION

• A5 Laminated • ISBN 0 580 40521 4

Price £162*, Member Price £81

Quality Management

Introducing the Tools for Continuous Improvement



Bring your teams up to speed with the basic tools to contribute to quality and continual improvement. Employees will learn the when, why and how of these important tools. The DVD comes with a workbook and self-study CD.

Contents:

Flow charts; Brainstorming; Check sheets; Pareto charts; Cause and effect diagrams; Histograms; Scatter diagrams; Run charts; Control charts.

DVD and CD-ROM

- DVD and CD-ROM
- 2005
- Published by Nicholas and Smith
- BSI order ref BIP 3026

Price £395* + VAT

The Operational Auditing Handbook. Auditing business processes *Chambers and Rand*



This book is not a 'how to audit' book, but rather it serves to raise awareness of the underlying issues, risk and objectives for a wide range of operations and activities. It will help to stimulate creative thought about the business context of operational audit reviews.

POPULAR HANDBOOK

- Royal hardback
- 546 pages, 1997
- Published by Wiley
- ISBN 0 471 97060 3
- BSI order ref HB 10142

Price £80*

Conformity Assessment

BS EN ISO/IEC 17021:2006 Conformity assessment. Requirements for bodies providing audit and certification of management systems



BS EN ISO/IEC 17021 contains principles and requirements for the competence, consistency and impartiality of the audit and certification of management systems of all types (e.g. quality management systems or environmental management systems) and for bodies providing these activities. Certification bodies operating to this standard need not offer all types of management system certification.

STANDARD

- A4 Loose-leaf/PDF
- 38 pages
- ISBN 0 580 49368 7

Price £142*, Member Price £71

Demonstration of Conformity to a Standard. A practical guide for suppliers and customers

Chris Cox, GeoLang Ltd



This book explains how activities such as testing, inspection, certification and accreditation can help to establish confidence in goods and services, and in their suppliers.

It covers the work of those who provide conformity assessment and standardization, in order to then give advice on how best to make use of these industries to provide assured demonstration of conformity to the standards.

The book gives basic technical information, written in a non-technical way so that it can be used equally by suppliers and customers. Terminology, processes and examples are explained in terms of what they mean for the supplier on the one hand and the user/customer on the other. The book's advice is applicable in any country.

BOOK

- Royal paperback
- 74 pages, 2007
- ISBN 978 0 580 50100 5
- BSI order ref BIP 2113

Price £25*

Title	ISBN	Price*	Member Price
BS EN ISO/IEC 17025:2005 General requirements for the competence of testing and calibration laboratories	0 580 46330 3	£142	£71
BS EN ISO/IEC 17040:2005 Conformity assessment. General requirements for peer assessment of conformity assessment bodies and accreditation bodies	0 580 45432 0	£124	£62
BS EN ISO/IEC 17050-1:2004 Conformity assessment. Supplier's declaration of conformity. General requirements	0 580 44685 9	£86	£43
BS EN ISO/IEC 17050-2:2004 Conformity assessment. Supplier's declaration of conformity. Supporting documentation	0 580 44684 0	£70	£35
PD ISO/IEC Guide 28:2004 Conformity assessment. Guidance on third party certification system for products	0 580 46341 9	£124	£62

Customer Service

BS 8463:2005 Specification for customer billing practice



BS 8463 specifies the minimum generic requirements for suppliers of services for which periodic billing is made. The requirements pertain to both the billing process and to the billing documents.

It can be applied to services that are unmetered, metered at the point of delivery or metered remotely (e.g. on the supplier's own premises).

AMENDED STANDARD

- A4 Loose-leaf/PDF
- 18 pages
- ISBN 0 580 46758 9

Price £86*, Member Price £43

BS 8477:2007 Code of practice for customer service



BS 8477 sets out essential, basic principles for establishing and maintaining effective customer service and provides recommendations for applying these principles.

Contents include:

- Customer service principles
- Implementation at a structural level
- Operating recommendations
- Maintenance of customer service principles.

This standard is aimed at organizations dealing with both external and internal customers, and applies to all organizations, irrespective of their size or the nature of their business.

POPULAR STANDARD

- A4 Loose-leaf/PDF
- 22 pages
- ISBN 978 0 580 50539 3

Price £86*, Member Price £43

BS ISO 10001:2007 Quality management. Customer satisfaction. Guidelines on codes of conduct for organizations



BS ISO 10001 provides guidance for planning, designing, developing, implementing maintaining and improving customer satisfaction codes of conduct. It is applicable to product-related codes containing promises made to customers by an organization concerning its behaviour that is aimed at enhanced customer satisfaction.

POPULAR STANDARD

- A4 Loose-leaf/PDF
- 30 pages
- ISBN 0 580 54155 1

Price £124*, Member Price £62

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BS ISO 10002:2004 Quality management. Customer satisfaction. Guidelines for complaints handling in organizations



This standard provides guidance on the process of complaints handling related to products within an organization, including planning, design, operation, maintenance and improvement.

The complaints handling process described is suitable for use as one of the processes of an overall quality management system.

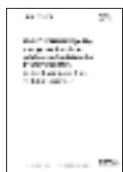
BS ISO 10002 is not applicable to disputes referred for resolution outside the organization or for employment-related disputes. It is also intended for use by organizations of all sizes and in all sectors.

POPULAR STANDARD

- A4 Loose-leaf/PDF
- 34 pages
- ISBN 0 580 44739 1

Price £138*, Member Price £69

BS ISO 10003:2007 Quality management. Customer satisfaction. Guidelines for dispute resolution external to organizations



BS ISO 10003 provides guidance for an organization to plan, design, develop, operate, maintain and improve an effective and efficient dispute resolution process for complaints that have not been resolved by the organization

POPULAR STANDARD

- A4 Loose-leaf/PDF
- 46 pages

- ISBN 0 580 53022 7

Price £162*, Member Price £81

Integrated Management Systems

PAS 99 Specification of common management system requirements as a framework for integration



PAS 99 specifies common management system requirements and is intended to be used as a framework for implementing two or more management system standards/specifications in an integrated way. It draws together the common requirements in management system standards/specifications.

Although it is primarily intended to be used in combination with management system standards/specifications such as ISO 9001, ISO 14001, ISO/IEC 27001, ISO 22000, ISO/IEC 20000 and/or OHSAS 18001 it can also be used with other national and international management system standards/specifications.

It applies to all sizes and types of organization. It is not intended for organizations that have based their management system upon a single standard/specification except as preparation for the adoption of additional systems or standards.

PUBLICLY AVAILABLE SPECIFICATION

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- ISBN 0 580 49059 9
- BSI order ref PAS 99

Price £40*

PAS 99 is also available in different languages

IMS: Continual Improvement through Auditing

IMS Risk Solutions



This book is a guide to the practice of auditing. It not only fulfils the requirements of management systems but also provides a means to improve the performance of organizations and businesses. The book embodies the idea that auditing, far from being just a chore demanded by management system standards, can if properly used, be a valuable aid to continual improvement.

POPULAR BOOK

- Royal paperback
- 106 pages, 2004
- ISBN 0 580 44448 1
- BSI order ref BIP 2011

Price £30*

IMS: Creating a Manual *IMS Risk Solutions Ltd*



This book outlines a way of compiling a manual for the systems of the whole business, not just the ancillary aspects. This allows for risk analysis and continual improvement to be applied to the fundamental activities of any organization in any discipline.

POPULAR BOOK

- Royal paperback
- 72 pages, 2003
- ISBN 0 580 42116 3
- BSI order ref BIP 2002

Price £30*

IMS: Implementing and operating using PAS 99

David Smith and Rob Politowski



IMS: Implementing and Operating Using PAS 99 provides practical guidance and advice on integrating systems, and shows how this might be achieved, using as an example three of the more widely adopted specifications – quality, environment and occupational health and safety.

POPULAR BOOK

- Royal paperback
- 116 pages, 2007
- ISBN 0 580 50949 0
- BSI order ref BIP 2138

Price £30*

IMS: Information Security

Peter Murray



Written by an ex-UK Government and Home Office employee who conducted covert operations for those under investigation for criminal or terrorist acts, this book examines the benefits of an information security management system based on BS ISO/IEC 17799 as part of an integrated management system.

The book demonstrates how an ISMS can significantly help to protect an organization's critical information, as well as demonstrating to others that it takes information security seriously.

POPULAR BOOK

- Royal paperback
- 105 pages, 2003
- ISBN 0 580 42117 1
- BSI order ref BIP 2008

Price £30*

IMS: Risk Management for Good Governance

IMS Risk Solutions Ltd



This publication examines the risks that have to be considered and managed in any organization, large or small. Facing these risks and how to manage them will do much to safeguard the future of the business as well as meeting the increasing demands from customers, owners and other stakeholders for reassurance that the organization is well managed.

POPULAR BOOK

- Royal paperback
- 62 pages, 2003
- ISBN 0 580 42284 4
- BSI order ref BIP 2012

Price £30*

IMS: A Framework for integrated management systems. Background to PAS 99 and its application. 2nd edition

David Smith and Rob Politowski



IMS: A Framework for Integrated Management Systems is the new edition of IMS: The Framework. It reviews the background to the current situation and the publication of PAS 99. The new IMS book offers an outline for a framework that enables the incorporation of any chosen standards or codes relating to any specific discipline. It helps to identify the benefits of the integrated approach and emphasizes the key features that make a system effective.

BOOK

- Royal paperback
- 64 pages, 2007
- ISBN 0 580 50950 6
- BSI order ref BIP 2119

Price £25*

IMS: The Excellence Model *John M Kelly*



This book addresses the needs of today's organizations which are under a great deal of pressure to improve performance and achieve competitive advantage. The Model provides a 'common language' between organizations, which is particularly useful when comparing or developing customer/supplier relationships and the supply chain.

POPULAR BOOK

- Royal paperback
- 122 pages, 2004
- ISBN 0 580 422828
- BSI order BIP 2010

Price £30*

Integrated Management Systems

IMS: Customer Satisfaction *George Nowacki*



IMS: Customer Satisfaction helps you understand the theory and practice of customer satisfaction and how it can be embodied into Integrated Management Systems (IMS).

POPULAR BOOK

- Royal paperback
- 104 pages, 2003
- ISBN 0 580 41426 4
- BSI order ref BIP 2005

Price £30*

Management System Integration. A Guide



This guide provides an overview of the components common to all management systems. It outlines an approach to integration and goes on to cover implementation, monitoring and improvement. Based on the Australian/New Zealand Standard, the guide has been adapted for the European market.

POPULAR GUIDE

- A4 Loose-leaf
- 28 pages, 2000
- ISBN 0 580 33101 6
- BSI order ref HB 10173

Price £50*, Member Price £25

Project Management

BS 6079-1:2002 Project management. Guide to project management



BS 6079-1 describes a full range of project management procedures, techniques and tools that the user can select as appropriate to the project being considered. It gives guidance on the planning and execution of projects and the application of project management techniques.

It is highly recommended that this standard be used in conjunction with BS 6079-2.

POPULAR STANDARD

- A4 Loose-leaf/PDF
- 62 pages
- ISBN 0 580 39716 5

Price £172*, Member Price £86

BS 6079-3:2000 Project management. Guide to the management of business related project risk



This standard gives guidance on the identification and control of business related risks encountered when undertaking projects. It is applicable to a wide spectrum of project organizations operating in the industrial, commercial and public or voluntary sectors. It is intended that its application will be proportional to the circumstances and needs of the particular organization.

POPULAR STANDARD

- A4 Loose-leaf/PDF
- 26 pages
- ISBN 0 580 33122 9

Price £124*, Member Price £62

BS 6079-2:2000 Project management. Vocabulary



This standard defines the terms used in project management and network planning. It has a broad relevance to projects in many industries, commerce and the public sector and was prepared in support of the other parts of BS 6079.

POPULAR STANDARD

- A4 Loose-leaf/PDF
- 26 pages
- ISBN 0 580 33148 2

Price £124*, Member Price £62

PD 6079-4:2006 Project management. Guide to project management in the construction industry



PD 6079-4 is a guide to project management in the construction industry. It deals with the construction process from inception through to handover of the completed facility to the owner, occupier or operator.

POPULAR DOCUMENT

- A4 Paperback
- 85 pages
- ISBN 0 580 48144 1

Price £50*

Statistical Process Management

BS 5701 Guide to quality control and improvement using qualitative (attribute) data

Title	ISBN	Price*	Member Price
BS 5701-1:2003 Guide to quality control and performance improvement using qualitative (attribute) data. Uses and value of attribute charts in business, industry, commerce and public service	0 580 42734 X	£80	£40
BS 5701-2:2003 Guide to quality control and performance improvement using qualitative (attribute) data. Fundamentals of standard attribute charting for monitoring, control and improvement	0 580 42735 8	£80	£40
BS 5701-3:2003 Guide to quality control and performance improvement using qualitative (attribute) data. Technical aspects of attribute charting. Special situation handling	0 580 42736 6	£80	£40
BS 5701-4:2003 Guide to quality control and performance improvement using qualitative (attribute) data. Attribute inspection performance control and improvement	0 580 42737 4	£80	£40

Statistical Process Management

BS 600:2000 A guide to the application of statistical methods to quality and standardization



BS 600 describes a broad range of statistical methods applicable to the management, control and improvement of processes.

POPULAR STANDARD

- A4 Loose-leaf/PDF
- 176 pages
- ISBN 0 580 33227 6

Price £234*, Member Price £117

BS ISO 21747:2006 Statistical methods. Process performance and capability statistics for measured quality characteristics



BS ISO 21747 describes a procedure for the determination of statistics in order to estimate the quality capability of product and process characteristics. The process results of these quality characteristics are tabularized into eight possible distribution types. Calculation formulae for the statistical values are placed with every distribution.

These statistics relate to continuous quality characteristics exclusively. This standard is applicable to processes in any industrial or economical sector.

POPULAR STANDARD

- A4 Loose-leaf/PDF
- 42 pages, 2005
- ISBN 0 580 49104 8

Price £142*, Member Price £71

BS ISO 7870-1:2007 Control charts. General guidelines



Every production, service, or administrative process contains a certain amount of inherent variability due to the presence of a large number of unavoidable, but usually minor, chance causes. The observed results from a process are, as a result, not constant. Control charts are used to study this variability to gain an understanding of its characteristics. Such information provides a basis for taking action on a process.

BS ISO 7870-1 presents an overview of the basic principles and concepts of control charts, and illustrates the relationship among various control chart approaches to aid in the selection of the most appropriate standard for given circumstances

STANDARD

- A4 Loose-leaf/PDF
- 24 pages
- ISBN 0 580 56466 6
- BSI order ref BS ISO 7870-1: 2007

Price £124*, Member Price £62

BS 5702-1:2001 Guide to statistical process control (SPC) charts for variables. Charts for mean, median, range and standard deviation



BS 5702-1 describes a method of statistical process control that involves charting measurements of a given characteristic.

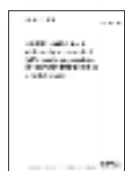
It sets out accepted methods of sampling and charting that are easy to use and that can often safely and profitably replace routine inspection. These charts indicate both the level and variability of the characteristic.

POPULAR STANDARD

- A4 Loose-leaf/PDF
- 42 pages
- ISBN 0 580 39073 X
- BSI order ref BS 5702-1:2001

Price £142*, Member Price £71

BS 5702-2:2008 Guide to statistical process control (SPC) charts for variables. Charts for individual values



BS 5702-2 gives guidance on the application of control charts to individual observations. It demonstrates the benefits, versatility and usefulness of a simple but powerful pictorial method for monitoring, audit and surveillance with the objectives to control and improve many types of processes. These processes can, for example, be in industry, commerce, public service, health care, environment, food, information technology or finance. Case studies are included to illustrate this adaptability.

POPULAR STANDARD

- A4 Loose-leaf/PDF
- 66 pages
- ISBN 978 0 580 53005 0
- BSI order ref BS 5702-2:2008

Price £148*, Member Price £74

BS 5702-3:2008 Guide to statistical process control (SPC) charts for variables. Charting techniques for short production runs and small mixed batches



BS 5702-3 describes ways of applying measured data statistical process control (SPC) charts to short runs and small mixed batches where the sample size for monitoring is restricted to one.

It provides a set of tools to facilitate the understanding of sources of variation in such processes so that the processes can be better managed.

POPULAR STANDARD

- A4 Loose-leaf/PDF
- 40 pages
- ISBN 978 0 580 53004 3
- BSI order ref BS 5702-3:2008

Price £112*, Member Price £56

BS 5703 Guide to data analysis and quality control using cusum techniques.

Title	ISBN	Price*	Member Price
BS 5703-1:2003 Guide to data analysis and quality control using cusum techniques. Uses and value of cusum charts in business, industry, commerce and public service	0 580 40997 X	£142	£71
BS 5703-2:2003 Guide to data analysis and quality control using cusum techniques. Introduction to decision-making using cusum techniques	0 580 40998 8	£142	£71
BS 5703-3:2003 decision-making using cusum techniques Cusum methods for process/quality control using measured data	0 580 40999 6	£142	£71
BS 5703-4:2003 Guide to data analysis and quality control using cusum techniques. Cusum methods for discrete (count/classified) data	0 580 41000 5	£162	£81

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Acceptance Sampling Schemes

BS 6000 Guide to the selection and usage of acceptance sampling systems for the inspection of discrete items in lots.

This three-part standard gives guidance in the selection of an acceptance sampling system, scheme or plan relating to products that are supplied in lots and that can be classified as consisting of discrete items.

Title	ISBN	Price*	Member Price
BS 6000-1:2005 Guide to the selection and usage of acceptance sampling systems for inspection of discrete items in lots. General guide to acceptance sampling	0 580 46484 9	£142	£71
BS 6000-2:2005 Guide to the selection and usage of acceptance sampling systems for inspection of discrete items in lots. Guide to sampling by attributes	0 580 46485 7	£86	£43
BS 6000-3:2005 Guide to the selection and usage of acceptance sampling systems for inspection of discrete items in lots. Guide to sampling by variables	0 580 46417 2	£162	£81

BS 6001 Sampling procedures for inspection by attributes.

Title	ISBN	Price*	Member Price
BS 6001-0:2006 Sampling procedures for inspection by attributes. Introduction to the BS 6001 (ISO 2859) series of standards for sampling for inspection by attributes (ISO 2859-10)	0 580 49315 6	£86	£43
BS 6001-1:1999 Sampling procedures for inspection by attributes. Sampling schemes indexed by acceptance quality limit (AQL) for lot-by-lot inspection (ISO 2859-1)	0 580 35934 4	£186	£93
BS 6001-2:1993 Sampling procedures for inspection by attributes. Specification for sampling plans indexed by limiting quality (LQ) for isolated lot inspection (ISO 2859-2)	0 580 21906 2	£124	£62
BS 6001-3:2005 Sampling procedures for inspection by attributes. Specification for skip-lot sampling procedures (ISO 2859-3)	0 580 46214 5	£142	£71
BS 6001-4:2005 Sampling procedures for inspection by attributes. System of sequential sampling plans indexed by acceptance quality limit (AQL) for lot-by-lot inspection (ISO 2859-5)	0 580 46463 6	£172	£86
BS 6001-5:2002 Sampling procedures for inspection by attributes. Procedures for assessment of declared quality levels (ISO 2859-4)	0 580 40648 2	£86	£43
BS 6001-7:2006 Acceptance sampling procedures for inspection by attributes. Accept-zero sampling system based on credit principle for controlling outgoing quality (ISO 18414)	0 580 47773 8	£86	£43
BS 6001-9:2002 Sampling procedures for inspection by attributes. Double sampling plans using minimal sample sizes, indexed by producer's risk quality (PRQ) and consumer's risk quality (CRQ)	0 580 38991 X	£162	£81

BS 6002-1:2007 Sampling procedures for inspection by variables



BS 6002-1 Sampling procedures for inspection by variables. Guide to single sampling plans indexed by acceptance quality limit (AQL) for lot-by-lot inspection for a single quality characteristic and a single AQL

BS 6002-1 describes an acceptance sampling system of single sampling plans for inspection by variables. It is indexed in terms of the acceptance quality limit (AQL), and is designed for users who have simple requirements. (A more comprehensive and technical treatment is given in BS 6002-2.) BS 6002-1 is complementary to BS 6001-1.

POPULAR STANDARD

- A4 Loose-leaf/PDF
- 118 pages
- ISBN 0 580 50163 0
- BSI order ref BS 6002-1:2007

Price £196*, Member Price £98

BS 6002-2:2007 Sampling procedures for inspection by variables. General guide to single sampling plans indexed by acceptance quality limit (AQL) for lot-by-lot inspection of independent quality characteristics



BS 6002-2 describes an acceptance sampling system of single sampling plans for inspection by variables. It is indexed in terms of the acceptance quality limit (AQL), and is of a technical nature, aimed at users who are already familiar with sampling by variables or who have complicated requirements. (An introductory treatment is given in BS 6002-1).

POPULAR STANDARD

- A4 Loose-leaf/PDF
- 96 pages
- ISBN 0 580 50164 7
- BSI order ref BS 6002-2:2007

Price £186*, Member Price £93

Acceptance Sampling Schemes

BS 6002-3:2005 Sampling procedures for inspection by variables. Guide to double sampling schemes indexed by acceptance quality limit (AQL) for lot-by-lot inspection



BS 6002-3 gives an acceptance sampling system of double sampling schemes for inspection by variables to find the nonconforming percentage. The system is indexed by acceptance quality limit (AQL formerly known as the acceptance quality level).

This standard is intended for those designing sampling procedures for product inspection (in production or at customer acceptance) where there is a variable to be measured rather than a simple pass/fail and that variable is bounded by an upper and lower acceptable quality limits.

BS 6002-3 is complementary to the double sampling plans and procedures of BS 6001-1.

POPULAR STANDARD

- A4 Loose-leaf/PDF • 110 pages
- ISBN 0 580 45424 X • BSI order ref BS 6002-3:2005

Price £196*, Member Price £98

BS 6002-4:2006 Sampling procedures for inspection by variables. Sequential sampling plans indexed by acceptance quality limit (AQL) for inspection by variables (known standard deviation)



BS 6002-4 specifies a system of sequential sampling plans (schemes) for lot-by-lot inspection by variables. The schemes are indexed in terms of a preferred series of acceptance quality limit (AQL) values, ranging from 0,01 to 10, which are defined in terms of percent nonconforming items.

The schemes of BS 6002 (ISO 3951) are intended to induce a supplier through the economic and psychological pressure of lot non-acceptance to maintain a process average at least as good as the specified AQL value, while at the same time providing an upper limit for the risk to the consumer of accepting the occasional poor lot.

POPULAR STANDARD

- A4 Loose-leaf/PDF • 46 pages
- ISBN 0 580 48593 5 • BSI order ref BS 6002-4:2006

Price £162*, Member Price £81

BS ISO 8422:2006 Sequential sampling plans for inspection by attributes



BS ISO 8422 specifies sequential sampling plans and procedures for inspection by attributes of discrete items. The plans are indexed in terms of the producer's risk point and the consumer's risk point. Therefore, they can be used not only for the purposes of acceptance sampling, but for a more general purpose of the verification of simple statistical hypotheses for proportions.

The purpose of this standard is to provide procedures for sequential assessment of inspection results that may be used to induce the supplier, through the economic and psychological pressure of non-acceptance of lots of inferior quality, to supply lots of a quality having a high probability of acceptance. At the same time, the consumer is protected by a prescribed upper limit to the probability of accepting lots of poor quality.

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- A4 Loose-leaf/PDF • 42 pages
- ISBN 0 580 60214 6 • BSI order ref BS ISO 8422:2006

Price £142*, Member Price £71

BS ISO 13448-1:2005 Acceptance sampling procedures based on the allocation of priorities principle (APP). Guidelines for the APP approach



BS ISO 13448-1 provides guidelines specifying the organizational principles of acceptance sampling in situations where the contract or the legislation provides for successive inspection to be carried out by different parties: the supplier, the customer and/or a third party.

These guidelines are designed for inspection of populations of any product supplied or delivered in discrete items in lots.

POPULAR STANDARD

- A4 Loose-leaf/PDF • 34 pages
- ISBN 0 580 45954 3 • BSI order ref BS ISO 13448-1:2005

Price £142*, Member Price £71

BS ISO 8423:2008 Sequential sampling plans for inspection by variables for percent nonconforming (known standard deviation)



BS ISO 8423 specifies sequential sampling plans and procedures for inspection by variables of discrete items, but indexed in a different way. The plans in BS ISO 8423 are indexed by the producer's risk point and the consumer's risk point, unlike the plans in BS 6002-4:2006 (ISO 3951-5), which are indexed by the acceptance quality limit (AQL). They can be used, therefore, not only for the purposes of acceptance sampling, but also for the testing of simple statistical hypotheses for proportions.

NEW STANDARD

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BS ISO 13448-2:2004 Acceptance sampling procedures based on the allocation of priorities principles (APP). Coordinated single sampling plans for acceptance sampling by attributes



BS ISO 13448-2 provides attributes sampling procedures and single sampling plans for successive independent inspections of the same lot conducted by the supplier, customer and/or a third party.

POPULAR STANDARD

- A4 Loose-leaf/PDF • 60 pages
- ISBN 0 580 45139 9
- BSI order ref BS ISO 13448-2:2004

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BS ISO 21247:2005 Combined accept-zero sampling systems and process control procedures for product acceptance



BS ISO 21247 provides a set of accept-zero sampling systems and procedures for planning and conducting inspections to assess quality and conformance to specified requirements.

POPULAR STANDARD

- A4 Loose-leaf/PDF • 50 pages
- ISBN 0 580 45958 6
- BSI order ref BS ISO 21247:2005

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BS 25999-1:2006 Code of practice for business continuity management



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- Maintaining and improving

The requirements specified in BS 25999-2 are generic and can be applied to all organizations regardless of type, size and nature of business.

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