



Step

ISO Specialists

Small changes. **Big improvements.**

What is ISO?

ISO is an internationally recognised quality management system focusing on three areas of business practice; the customer, the process, and continuous improvement, to guarantee your peace of mind.

What we do for you?

We help organisations make sure they meet their customers' requirements and expectations. Our intent is to create structured management systems to allow the business to run better and more productively.

This takes a three-pronged approach:



Customer Focus

- Understand your customers' needs
- Meet customer requirements and expectations

Results in stronger relationships with clients and suppliers



Structure

- Identify, understand and manage your key processes
- Identify and remove bottlenecks

Results in wiser usage of resources to achieve the organisation's objectives



Factual Approach

- Improve data collection systems
- Identify areas needing continuous improvements

Results in effective, well informed decisions taken based on the analysis of data

FAQs

Will this investment be a profitable one?

Yes. Happy customers bring more profit, so start by getting accustomed to your newly improved system, designed with the express goal of pleasing your clients.

Will Step create the system for us with minimal time investment?

Yes. Time is precious, use it wisely. Proper planning is necessary groundwork for good time management. The time you invest with us will result in the smooth operation of your workforce in the long-term.

Will the documentation reduce our workload?

Yes. We will write all the required documentation to sort out your work processes, increase transparency and raise work output.

Testimonials



“The whole process has made us more aware of the importance of implementing processes in our ever-growing company. Your help has made this step easier”

Gareth Sciberras - CFO, BRND WGN



“Step helped us create internal procedures to better serve our customers”

Edward Zammit - Director, EJZ



“I strongly recommend Step, they are a fresh approach to certification”

Alex Sciberras - Managing Director, D-Square

The Lifecycle

These two pages depict a typical lifecycle of an ISO implementation from start to finish, a standard process which usually takes 6 months. Below are the areas of your business we focus on; on the opposite page we drilldown into the 'what' and 'how' of what we will actually do.



Product Definition

Connecting what client wants with what you offer



Resource Planning

Analyse and allocate the resources needed to create the product or service the client wants



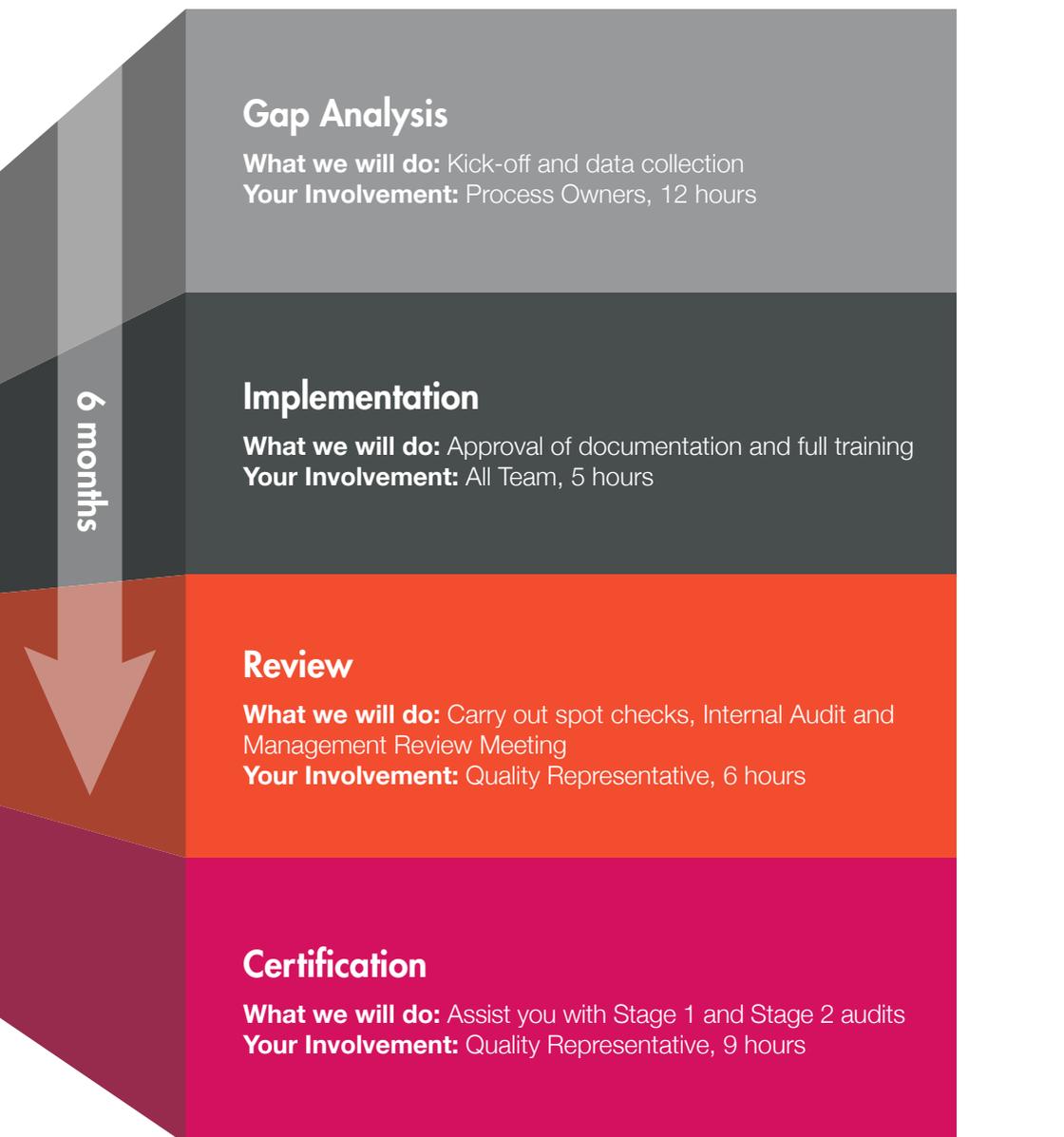
Quality Assurance

Now that we know what the product is, we need to know we're actually making that product



Customer Satisfaction

Lastly, we will need to ensure that the client is happy with what they bought from you



Gap Analysis

What we will do: Kick-off and data collection

Your Involvement: Process Owners, 12 hours

Implementation

What we will do: Approval of documentation and full training

Your Involvement: All Team, 5 hours

Review

What we will do: Carry out spot checks, Internal Audit and Management Review Meeting

Your Involvement: Quality Representative, 6 hours

Certification

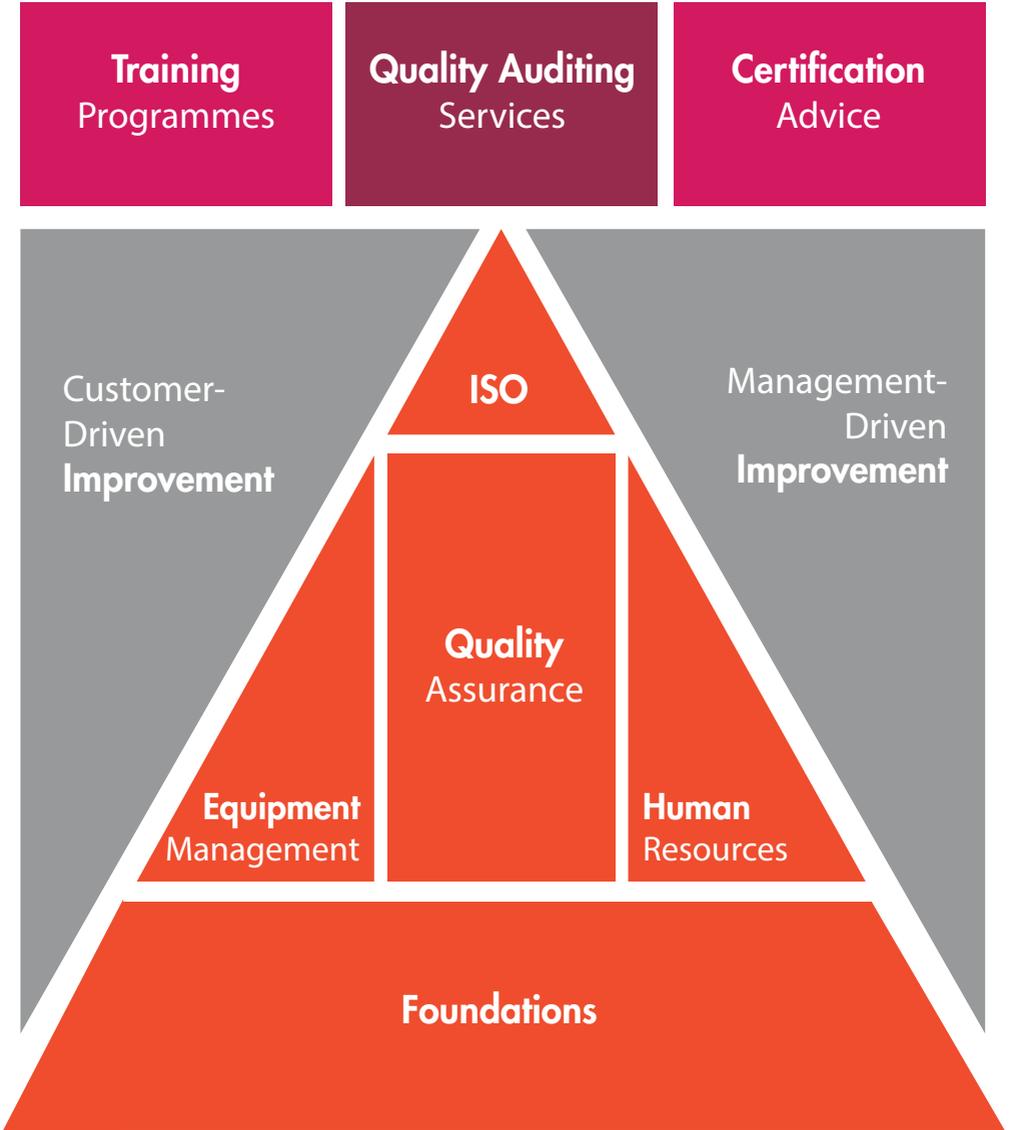
What we will do: Assist you with Stage 1 and Stage 2 audits

Your Involvement: Quality Representative, 9 hours

How **Step** will help you

Here at Step, we provide a whole spectrum of business consultancy services related to quality, with fanatical support every step of the way.

We have a passion for efficiency and believe that small changes lead to big improvements.



Case Studies

On paper, ISO certification may appear confusing, however, in practice, its principles are simple and aim to guide any company to a greater degree of effectiveness and efficiency. The below case studies are three feathers in our ISO cap we are particularly proud of:

Case Study: Financial Services Firm

We eliminated bottle necks in this financial services company's workflow by identifying the company's key processes, sub-divided key processes into smaller, more specific tasks, then helped in assigning these tasks to employees as clearly defined responsibilities.

Case Study: Manufacturing

We increased identification and traceability of the product lifecycle for this manufacturing company; evidence of continual in-process testing ensures the product requirements are met.

Case Study: Creative Design Firm

We created a system that reflected the requirements of our client's customers in their final product. Using this system, stakeholders and clients were made fully aware of the project deliverables at all stages, resulting in an excellent customer experience.

Some of our Esteemed Clients



Get in Touch



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