



ENABLING BUSINESSES, ENHANCING LIVES

# IT Service Management System

CERTIFICATION SCHEME



ISO/IEC 20000 defines the requirements for a service provider to deliver managed services of an acceptable quality to its customers. The standard is aimed at supporting and maintenance of information technology organizations. It describes an integrated set of processes and management approach for the effective delivery of information technology services to internal or external customers. It is the merging of best practices specified in the requirements of ISO 9001 and ITIL®.

The standard may be used:

- a) by businesses that are going to tender their services;
- b) by businesses that require a consistent approach by all service providers in their supply chain;
- c) by service providers to benchmark their IT service management;
- d) as the basis for independent assessment of an organization's service;
- e) by organizations that need to demonstrate their ability in providing services that meets customer requirements; and
- f) by organizations that aim to improve service through an effective application of processes to monitor and improve service quality.

**The Benefits of Certification**

- Helps an organization to consistently meet customer and regulatory requirements and achieve continual improvement of its processes.
- Results in higher productivity, the reduction in defects and the delivery of more efficient service to customers.
- Enhances the acceptance of services in the domestic and international markets and should result in greater customer satisfaction.
- Reduces multiple audits by customers.
- Enhances an organization's reputation and image.
- Gives an organization the right to use the APM Group logo and to request a listing on the website.

**Why SIRIM QAS International?**

SIRIM QAS International is a Registered Certification Body with the APM Group, the organization which manages the ISO/IEC 20000 certification scheme.

With our large pool of highly experienced and professional auditors, fully competent in a wide range of sectors, we are able to provide organizations with value added auditing and certification services.

Through our collaboration with our partners in the international certification network, IQNet, we are able to provide you with certification services globally.

SIRIM QAS International offers the option of combined audits of two or more management systems (such as Quality Management System, Information Security Management System and Information Technology Service Management System) with the objective of freeing personnel of certified organizations from being involved in too many separate audits.

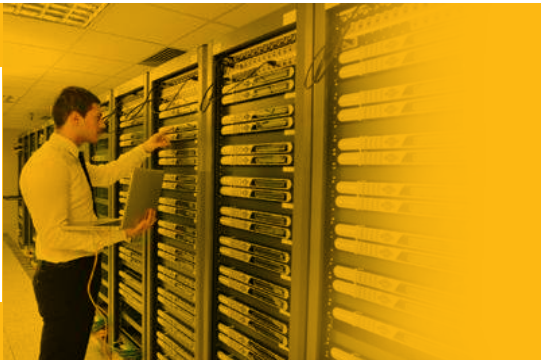
**About Us**

SIRIM QAS International is the leading certification, inspection and testing body in Malaysia with accreditations from the Department of Standards Malaysia and the United Kingdom Accreditation Service (UKAS). These accreditations and recognitions that we hold ensure wide acceptance of our certificates around the world.

**YOUR NEXT STEP>**

**Application Process:**

1. Submission of Questionnaire
2. Issuance of Quotation
3. Submission of Application
4. Stage 1 Audit
5. Stage 2 Audit
6. Recommendation & Approval
7. Issuance of Certificate
8. Surveillance/ Recertification



**Contact Us Now**

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MS ISO/IEC 17021:2015 QS 02121999 CB 01  
MS ISO/IEC 17021:2006 EMS 17122002 CB 02  
MS ISO/IEC 17065:2012 PC 05103004 CB 01  
MS ISO/IEC 17021:2011 OHS 08122005 CB 01  
MS ISO/IEC 17021:2011 HACCP 05052008 CB 03  
ISO/TS 22003:2007 FMS 23122008 CB 01  
MS ISO/IEC 17021:2011 FMC 10122009 CB 02  
MS ISO/IEC 27002:2011 ISMS 17022011 CB 01  
MS ISO/IEC 17021:2011 EnMS 03012014 CB 01  
MS ISO/IEC 17021:2011 FSSC 03032015 CB 01  
MS ISO/IEC 17021:2011 ISO/MS 30052015 CB 04  
MS ISO/IEC 17021:2011 GMP 09102015 CB 04

MS ISO/IEC 17025 CALIBRATION TESTING  
SAMM NO. 085 SAMM NO. 086  
SAMM NO. 087 SAMM NO. 219  
SAMM NO. 231 SAMM NO. 240  
SAMM NO. 299 SAMM NO. 377  
SAMM NO. 474 SAMM NO. 734  
SAMM NO. 735

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