



# IT SERVICE MANAGEMENT SYSTEM (ITSMS)

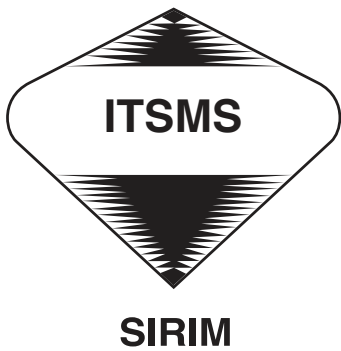
**CERTIFICATION SCHEME**

**Smarter Service Management with  
ITSMS**



In the age of globalisation and IoT, organisations that use IT services in their operations can benefit from having an integrated and advanced IT Service Management System (ITSMS). This is useful to enhance your company’s capability to satisfy customer demands and requirements.

**Work Smart with SIRIM QAS – ISO/IEC 20000 IT Service Management System**



ISO/IEC 20000 defines the requirements for a service provider to deliver quality to its customers. The standard is aimed at supporting organisations that manage wholly intangible assets like information technology. It lays the foundation for an integrated set of processes and management approach that puts in place various control measures to ensure consistent levels of service.

The implementation of these IT services are driven to support your organisation’s key business objectives and maximise profit while facilitating a smooth management system for all players involved. With more efficient systems in place, your organisation’s overall productivity is sure to see vast improvements.

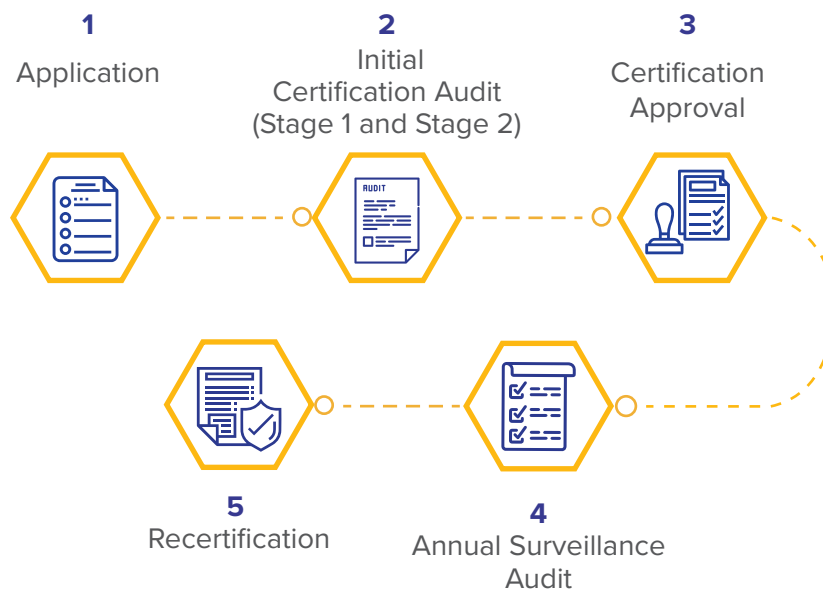
Once certified, an organisation may carry the APM Group Logo, which displays your credentials on all social media and online communications.

SIRIM QAS is a Registered Certification Body with the APM Group for the ISO/IEC 20000 Certification Scheme. We also offer the option of combined audits of two or more management systems to minimise disruptions to your business operations.

## Why Get Certified

- Integrate people, processes and technology to streamline and strengthen your business goals.
- Achieve the best practices according to international standards of management.
- Enhance the acceptance of your services in domestic and international markets.
- Reduces the time-consuming process of undergoing multiple audits.
- Increase productivity and more efficient service to customers.
- Establish controls to maintain consistent levels of service.

## Certification Process



## SIRIM QAS – The Perfect Partner



SIRIM QAS is the leading testing, inspection and certification body in Malaysia with accreditations from the Department of Standards Malaysia (STANDARDS MALAYSIA) and the United Kingdom Accreditation Service (UKAS). These accreditations demonstrate the credibility of our services. Through our collaboration with our partners in the International Certification Network (IQNet), we are a one-stop center of certification services around the globe.

SIRIM QAS is a Registered Certification Body with the APM Group, the organisation which manages the ISO/IEC 20000 certification scheme. Our large pool of highly experienced and professional auditors can reduce the workload of your organisation by streamlining complicated auditing processes. We are your partner in quality and assurance, and we strive to add value to all your management processes.

### For more information, contact us at:



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