

**WHAT DO YOU WANT  
FROM - QUALITY  
STANDARDS  
CERTIFICATION**

These semi/webinars are being delivered as combined free local seminars and remote webinars.

**27th August 9.30am BST**

**ON - LINE  
WEBINAR**

Email: [webinars@kmsltd.com](mailto:webinars@kmsltd.com)

for details

**LOCAL SEMINAR**

Conference room

Midlothian Innovation Centre,  
Pentlandfield Business Park,  
Roslin, Midlothian EH25 9RE



**KINGSWAY  
MANAGEMENT  
SERVICES**



is an established Edinburgh based management services and consultancy company with a diverse range of skills and an international reputation.

Our client base ranges from large international institutions like United Nations Agencies and the World Health Organisation to smaller locally based enterprises like energy specialists on Scottish Islands.

Our aims are to raise standards of business by providing services to help business compete more efficiently and profitably.

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**KINGSWAY  
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**UNDERSTANDING YOUR  
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# WHAT DO YOU WANT FROM - QUALITY STANDARDS CERTIFICATION?

## WHAT YOU WILL GET FROM PARTICIPATION

1. Why it is important
2. An opportunity to share
3. An opportunity to follow up

## WHAT DO WE MEAN BY QUALITY STANDARDS CERTIFICATION

Quality Standards make a practical difference to business. ISO 9001 is one standard and there are many for various business environments.

Standards certification is obtained for a wide range of reasons. The experiences and benefits also vary. These you can share in the semi/webinar.

## WHY IT IS IMPORTANT

This 10-15 minute presentation will introduce the business importance and important elements of the process.

## SHARING EXPERIENCES

There will be a 10-15 period for responses from both remote and on site participants. This period will enable refinement of customer needs



## BUILDING DEFINITIVE REQUIREMENTS

We will provide you with access to the recorded seminar and to brief survey material to refine requirements. This will extend to setting importance levels to each need.

## SHARING IN THE BENEFITS

Updates to the needs definitions will be ongoing and invitations to future 'What Do You Want from...' events is automatic.



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