



PRESS RELEASE

INTERNATIONAL STANDARD DEMONSTRATES PENSION CONSULTANCY'S COMMITMENT TO EXCELLENCE

**ISO9001 certification comes hot on heels of BBS's own Quality Survey
which highlights another year of improved customer satisfaction levels**

Bristol-based BBS Consultants & Actuaries, the South West's leading independent firm of pension advisers, has achieved the internationally-recognised ISO9001 standard, demonstrating its commitment to excellence in its business.

The independent assessment was conducted by the British Assessment Bureau Body which found BBS to be "an organisation committed to customer service and quality delivery".

The accolade comes just days after BBS revealed the results of its own 2011 Quality Survey which showed a continued improvement in how its employees and services were rated by clients, with a 92 per cent satisfaction rating for directors and employees and a 90 per cent satisfaction rating for its advice and administration services.

ISO 9001, first introduced in 1987, requires organisations to demonstrate that they do what they say they do and have a quality management system in place to ensure consistency and improvement leading to high levels of performance and customer satisfaction.

Certified organisations are committed to continuous improvement and are assessed annually to ensure progress is being maintained.

James Stanfield, Director at BBS, said: “From the very beginning our whole ethos has been based on a commitment to continually improving the business and to provide unrivalled levels of customer service.

“We are delighted to achieve ISO9001 certification as it underlines our commitment to customer service and also our focus on quality.”

He added: “It is particularly pleasing to have this recognition so soon after the results of our own annual Quality Survey which once again demonstrates our commitment to excellence in all aspects of our business.”

Ends

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