



COMPLIANCE



IMPROVEMENT



PERFORMANCE



CONSISTENCY



FURTHER EXCELLENCE



TRANSPARENCY



EFFICIENCY



PREVENTION



RISK MANAGEMENT

**HOW CAN YOU ACHIEVE
BEST-IN-CLASS PERFORMANCE?
CUSTOMISED SOLUTIONS**



REACH NEXT-LEVEL OPERATIONAL EFFICIENCY WITH SGS CUSTOMISED SOLUTIONS

Every organisation has specific requirements for managing safety, quality, sourcing, provenance of raw materials, social and environmental principles, and overall customer satisfaction. We monitor compliance and verify performance with assessments tailored to your organisation's needs. Our expertise in delivering customised audits and gap assessments against global standards allows us to provide you with solutions that create business advantage.

IMPROVEMENT AND TRANSPARENCY

Our customised solutions ensure that your organisation, including your suppliers, consistently meet best-practice performance standards. We bring transparency to the activities of your organisation today, and implement detailed improvement plans for the future.

We protect your brand equity and deliver value to your stakeholders by offering:

- Independent and trusted experts
- In-depth auditing competence
- Local offices and experienced auditors worldwide
- Identification of issues across global supply chains
- Related supplier training capabilities
- Capacity to manage approved supplier and facility lists
- Ability to verify in-house assessment findings

- Ability to leverage identified best practices within your organisation
- Ability to challenge your organisation in the proper implementation of best practices
- Skills to help prepare for certification when needed
- Experience in managing complex, international audit programmes
- Expertise to support you in issuing your internal Charter or Standards

OUR CUSTOMISED SOLUTIONS EMPOWER YOUR ORGANISATION.

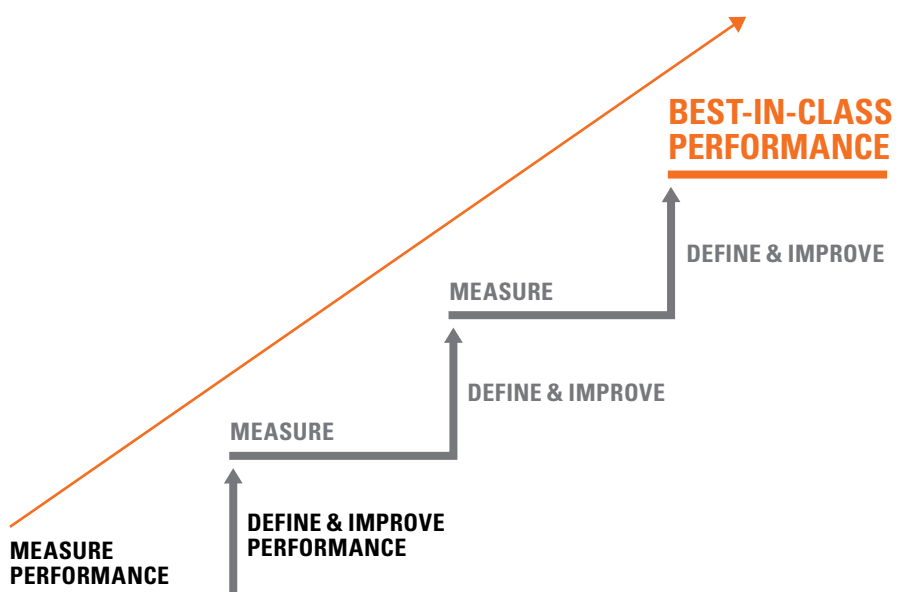
UNIQUE NEEDS, UNIQUE SOLUTIONS

As your needs are unique, so are our solutions. We provide a comprehensive range of modular solutions that define, assess and improve the performance of your organisation, supplier network or

other partners. Our global knowledge and ability in providing robust results-oriented performance management solutions is unrivalled. From defining performance criteria to developing control measures, reporting qualitative and quantitative data to implementing training solutions for increased business-wide performance, our customised solutions empower your organisation. We allow you to attain next-level performance and consistently replicate it across worldwide offices.

INTEGRATED SOLUTIONS

Our customised audits save you the cost of multiple individual audits where various management systems have already been implemented in your organisation. We determine performance criteria simultaneously against all your requirements through a cost-effective integrated solution.



STEPS FOR RESULTS-ORIENTED PERFORMANCE MANAGEMENT

WHAT SGS CAN OFFER	OBJECTIVE
Workshop on gathering or summarising external requirements	How to collect and prioritise customer and stakeholder feedback
Workshop on defining performance criteria	How to link internal/external requirements with performance improvement in order to determine measurable criteria
Development or validation of control plan (e.g. checklist or performance measurement metrics)	Create an auditable checklist or performance scorecard against performance criteria
Assessments including compliance audits, mystery shopping, observation, interviews, document reviews, internal benchmarking, performance rating etc.	Gather transparent data on compliance or performance against the defined control plan
Reporting (qualitative and quantitative)	Summarise assessment findings
Training or advisory services to achieve the improvement plan	How to take performance to the next level from tailored programmes for success
Project Management	Facilitate consistency in implementing the assessment programme globally

CREATE ADVANTAGE WITH OUR STEP-BY-STEP APPROACH FOR RESULTS-ORIENTED PERFORMANCE MANAGEMENT.

WHY SGS?

SGS is the world's leading inspection, verification, testing and certification company. SGS is recognised as the global benchmark for quality and integrity. With more than 85 000 employees, SGS operates a network of over 1 800 offices and laboratories around the world.

Enhancing processes, systems and skills is fundamental to your ongoing success and sustained growth. We enable you to continuously improve, transforming your services and value chain by increasing performance, managing risks, better meeting stakeholder requirements, and managing sustainability.

With a global presence, we have a history of successfully executing large-scale, complex international projects. Our people speak the language, understand the culture of the local market and operate globally in a consistent, reliable and effective manner.

**TO LEARN MORE ABOUT SGS
CUSTOMISED SOLUTIONS VISIT
WWW.SGS.COM OR CONTACT
SUSTAINABLE-DEVELOPMENT@SGS.COM**

WWW.SGS.COM

WHEN YOU NEED TO BE SURE

