

Private & Confidential

Company Profile

Delsys Sdn. Bhd.
"Management Systems Specialist"

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INTRODUCTION



Delsys Sdn. Bhd. (Delsys) is a leading Quality Management Consultant in the areas of ISO 9000, ISO/TS 16949, ISO 14000, OHSAS 18000, ISO 22000, ISO 27000 and TQM in Malaysia.

Delsys is created solely with the intention of assisting organizations who are interested in improving their management system, operations and customer service while meeting an internationally recognized management system standard.



WHO IS DELSYS?

Delsys' consultants and trainers are experienced specialists in the field of quality systems and have been involved in quality and providing consultancy as early as 1988.

Delsys believes that the most important element in the success or failure of any consultancy or training project depends on the consultant or trainer. Therefore our consultants and trainers are top practitioners in their field and are highly trained to ensure that you get the most out of your investment in implementing a quality management system.

Delsys' consultants and trainers are qualified and *professionally registered with the premier quality management consultant registration body in the world IRCA-International Register of Certificated Auditors* in United Kingdom as Lead Assessors as well as the with the *Malaysian Register of Certificated Auditors (MRCA)*.

DELSys' consultants have successfully provided consultancy and training to a diverse range of organizations from small private businesses to large conglomerates and government agencies in the service, manufacturing, construction and public sectors.

DELSYS' PHILOSOPHY & COMMITMENT



At Delsys, we believe in creating a lifetime mutually beneficial partnership with every client.

Our partnership with all our clients do not stop at the end of every project. We shall continue to service our clients as long as required.

We shall not compromise on delivering quality service no matter how big or small are our projects.

Our commitment to all clients is 100% success in all work undertaken.



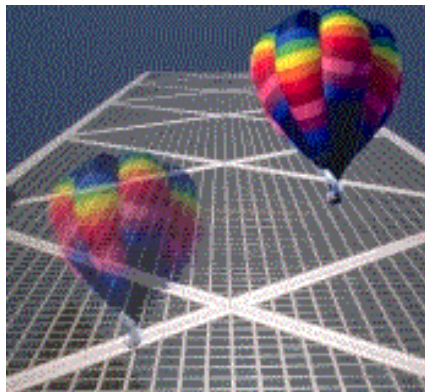
DELSYS' QUALITY POLICY

We are **D**edicated to delight our clients through our **E**xcellent service, **L**eadership, and **S**upport because **Y**our success and **S**atisfaction are our fuel of existence.

To ensure that we achieve the above-mentioned policy, our Quality Objectives shall be clearly defined.

DELSYS' QUALITY OBJECTIVES

1. We shall provide hands-on experience in all projects to ensure that all our clients benefit from a practical and effective management system.
2. We shall only provide our clients with consultants and trainers who are qualified, experienced, and professionally registered as Lead Assessors.
3. We shall ensure that all our consultants and trainers provide full dedication to all projects.
4. We dare to guarantee the success of all projects.
5. We intend to be the leader in providing management systems consultancy, training and auditing services.



OUR SERVICES

Delsys is able to provide a full range of training and consultancy services to assist organizations to develop, implement and subsequently maintain a quality system, using consultants with in-depth experience of all facets of quality management. We can design specific package to suit your business needs.

Consultancy Services

- Design and development of a quality management system to meet business, customers and an ISO standard requirements.
- Preparation and/or guidance on quality system documentation.
- Guidance on quality system implementation.
- Independent assessment of quality systems.
- Maintenance and improvement of existing quality management system.
- Development and implementation of Total Quality Management and Customer Care programs
- Food Safety Practices / ISO 22000
- OHSAS 18001
- Outsourcing Services Provider.

Training Services

- Quality Awareness
- Understanding ISO 9000 / ISO 14000 / ISO 27000
- Documenting, Implementing and Maintaining a QMS / EMS Process
- Approach to Auditing a QMS
- Developing competent Quality Management Representatives
- Beyond ISO 9000
- Quality Improvement and Performance Indicators
- Basics of Total Quality Management Effective Document Control
- Why Continuous Improvements
- Excellent Customer Service
- ISO 9000 and ISO 14000 Assessor/Lead Assessor Training (**IRCA & IATCA Recognised**)
- Food Safety Practice / Food Safety Management System
- OHSAS 18001
- ISO 27000: Information Security Management System
- Statistical Process Control
- Six Sigma (*range of training and workshops*)
- ISO/TS 16949 (*range of training and workshops*)

WHY SHOULD YOU USE DELSYS AS YOUR MANAGEMENT SYSTEM



CONSULTANT/ TRAINER?

All of Delsys' consultants and trainers have more than 10 years of experience in management systems.

Delsys provides a guarantee on the success of all full projects.

All of Delsys' consultants and trainers are registered Lead Assessors with the International Register of Certificated Auditors (IRCA-UK) as well as the Malaysia Register of Certificated Auditors (MRCA).

Delsys provides full support to your organization even after the completion of projects.

All of Delsys' consultants are experienced in providing successful consultancy and training to organizations in diverse services, manufacturing, government ministries/agencies and construction related industries.

Delsys' management systems method is via the proven business process.

All consultancy and training programs could be specifically designed to suit your organization's needs.

Delsys' consultants/ trainers have hands-on experience in conducting 3rd party certification audits on behalf of international certification bodies.

Delsys' consultants and trainers are easily approachable and have successfully interacted with employees from all levels in the organization.

In 2008, Delsys has been awarded by the Construction Industry Development Board (CIDB), Malaysia as one of the top three Consultants in providing consultancy & training services to the Class A, Grade 7 Contractors.

Consultancy, Training and Auditing Experiences

Our Management System Consultants have provided professional assistance in the form of either consultancy, training or auditing to various type of industries, including:

- **Computers**
- **Developer & Construction**
- **Quantity Surveying / Cost Consultancy**
- **Engineering**
- **Interior Design**
- **Legal**
- **Port**
- **Education & Training**
- **Pharmaceutical**
- **Insurance**
- **Freight Forwarding**
- **Government Ministries**
- **Telecommunications**
- **Plantations Management**
- **Leisure Club**
- **Manufacturing**
- **Retail**

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