

# We An-Ser Communications Adds ISO Certification

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REGINA, SK, CANADA, July 31, 2015 /EINPresswire.com/ -- We An-Ser Communications Group is currently in the process of implementing the required quality management system to qualify for ISO 9001:2008 certification. It is expected that this process will be completed within five months, based on client availability.

The ISO 9000 group of quality management systems is a set of standards that have been developed to ensure that organizations meet customers' needs while at the same time meeting regulatory and statutory requirements. ISO 9000 is based on eight management principles and is used by over one million organizations throughout the world. It is one of the most used tools in management today.

This certification is based on a document of 30 pages that is followed by all employees within the organization. All decisions within the company is based on recorded data and documented correctly. The system is audited on a regular basis and evaluated to ensure its effectiveness. Documents are created to show how the business has determined customer requirements while performance is reviewed regularly. Procedures are created to deal with potential problems involving customers, other vendors and internal situations.

Companies that implement the requirements for certification develop a customer focus, effective leadership, adequate processes and a systematic approach to management. They strive to continually improve performance and have beneficial relationships with suppliers. Decisions are made based on facts and data. The company will be audited to ensure they maintain documented procedures for control of documents and records, internal audits, control of nonconforming product or service, corrective action and preventative action.

We An-Ser Communications Group already has a focus on its customers and providing a high-quality level of service to its customers. Becoming certified will strengthen the company's position and support the continued demonstration of commitment to customer satisfaction. The process to certification will involve assessment and development of the Quality Management System and implementation. Once that process has been completed, the company will receive the certification.

"We believe this ISO 9001:2008 certification will increase the level of trust that customers have in us," states Ashley M of We An-Ser Communications. "It will also improve our processes and increase our



We An-Ser Communications provides award winning call center services in Calgary, dispatching, medical answering services, man down services, lone worker support, wireless panic services and more. They service the North American market.

awareness of providing the best level of customer service we are capable of."

We An-Ser Communications is a [call centre in Calgary](#). The company works with businesses in many industries, including the medical field, gas and oil, property management and more. [Call centre agents](#) answer phone calls and serve as virtual receptionists, emergency dispatchers and after-hours contacts. They provide 24-hour service for calls. They also monitor properties and provide service for the lone worker in the journeyman program.

Businesses of all sizes work with We An-Ser Communications. The company has clients in small and medium businesses as well as those with a large staff. They design their services to meet the unique needs of each business, whether they are looking for [after-hours support](#) or communications around the clock. Because We An-Ser Communications is a local company, it is better prepared to handle issues that may arise, providing a higher level of customer service for the clients it serves.

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