



Zurich Services Corporation Risk Engineering ISO 9001 Quality Management System



Zurich Services Corporation Risk Engineering is ISO 9001:2008 certified and has integrated Quality into our Business Management System. As an ISO 9001 certified company, we ensure that our management systems and procedures comply with the international standard on Quality Management Systems.

Our ISO certification is focused on three main commitments:

- To strive for continual improvement
- To deliver excellent customer service
- To produce high quality services and products

This commitment benefits our customers by providing quality services and products that will result in positive risk management outcomes.

Our mission is to measurably improve our customers' business performance through high quality risk management services throughout the world. Our vision is to differentiate Zurich in the marketplace through a global network of world-class risk specialists.

We believe that quality is the "basis of our success" and therefore make the following commitments:

- We embrace a philosophy of continual improvement and dedication to customer needs.
- We hire professional risk specialists and invest in ongoing training and support to enhance their abilities.
- We measure customer satisfaction and respond to evolving customer requirements.
- We regularly audit our processes, services and documentation to ensure the Business Management System is effective.