

## Accenture

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- ***In certain geographies and marketplaces, ISO registration has been beneficial when tendering for business.***
- ***As a result of having only BSI as the certification body, annual savings of ca.50% of the previous total registration costs have been made, and the assessment process is more unified and continuous***

### The Company

Accenture employs 71,000 people, in 46 countries and brings an expanded range of solutions and services to clients through its network of businesses. These include consulting and outsourcing business, operating companies, alliances and investments in ventures that employ innovative new technologies and business models. Accenture's turnover in 2000 was in excess of \$10 billion.

Accenture has ISO 9000 registration in 22 countries around the world, the scope of which covers the development and delivery of business integration consulting services, including strategy and business architecture, customer relationship management, supply chain management, human performance, finance and performance management, technology research and innovation and Solution Engineering. It services clients in five core markets – Financial Services, Products, Resources, Communications industry and Government.

Accenture obtained ISO 9000 registration over 7 years ago, and was registered by country, but in 1998 it restructured to a market unit registration and one single certification body – BSI.

### The Issues

Two key drivers were responsible for the company seeking ISO 9000 registration:

- To meet a business need – key clients required and expected Accenture to be able to demonstrate that it has a quality management system in place.
- ISO 9000 is used as a baseline and foundation for improving the rigour of, and streamlining, core internal processes.

### The Benefits - Examples

In certain geographies and marketplaces, ISO registration has been beneficial when tendering for business.

Accenture has a global programme to measure client satisfaction; the process has recently been amended and enhanced and included in the ISO 9000 quality management system, and data analysis is currently underway.

Accenture also conducts global people satisfaction programmes that includes surveys and other initiatives aimed at retaining and rewarding employees.

### BSI's Role

BSI was chosen as the single global certification body because of its global reach, brand name and knowledge of the service sector.

A core team of assessors from BSI has been appointed and is on a steep learning curve to understand Accenture's business and the bigger picture. The BSI team visits Accenture's engagement teams working at client sites and it adds value by making suggestions to improve Accenture's Quality Management System.

Accenture previously had assessments at six monthly intervals, but due to the large number of engagement visits which need to be assessed under the existing scope of registration, these have been changed to four times a year. They provide an opportunity to look at the results of the assessment and identify any areas for improvement.

As a result of moving to BSI as the single certification body for all 22 countries, it is estimated that annual savings of ca.50% of the previous total registration costs have been saved. In addition, there is now a unified approach and a degree of continuity in the assessment process.

### About the System

Accenture's Quality Management System has been designed to meet the needs of the business and its clients. There are no large volumes of paper based Quality Manuals or procedures. The key processes are documented in databases that, in turn, are referred to in the Quality Management System which forms the basis of Accenture's ISO 9001 registration.