BS7911 update: quality management systems robust and endemic in culture

Contributed by ORC International
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ORC International is pleased to announce its continued accreditation to BS7911:2003. In their assessment feedback, independent quality auditors MQA commented:

"â€¦quality management systems continue to be robust and endemic within the culture in all areas seen".

Particular praise was given to our Call Centre operation with auditors commenting on strictly monitored processes for interviewer recruitment and project management. Call Centre staff training and development were also highlighted as areas of strength.

ORC International plans to upgrade to ISO 20252 in early 2008.

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