

Hotlinks

- BSI Locations
- BSI website
- BSOL
- Chiswick HSE
- Connect homepage
- eCommittees
- Connecting You
- Employee Directory
- Group rules
- Management Systems Online
- Password Manager
- PubComm
- Staff Consultative Committee
- Toolkit
- Customer First

Applications

- Cognos
- Crystal reports
- Metastorm (Customer feedback)



[Connecting You Archive](#)

[Lowdown Archive](#)

Knowing Our Customers



In 2008, BSI British Standards shone the spotlight on customer service by implementing a major upgrade to our Customer Relations Management process and having our own field-based personal sales teams. On 20 and 21 January these teams were brought together, in an annual Sales Conference. Please click [here](#) to learn more.

Direct Marketing Campaigns turning Green



On Wednesday 21 January, BSI British Standards launched a new environmental standard, PAS 2020, in central London to the marketing industry and media. Frank Post, Group Communications Director, spoke at the event and staff from BSI British Standards and BSI Management Systems were present to answer questions. The standard has been widely anticipated throughout the Direct Marketing industry. Please click [here](#) for the full story.

Evaluating the Benefits of ISO/IEC 27001 and ISO/IEC 27002



BSI British Standards is pleased to announce a joint research project with RSM Erasmus University which investigates the business benefits of companies using the [ISO/IEC 27001](#) and [ISO/IEC 27002](#) standards in the area of information security management. The two-year research project is led by Dr. Henk de Vries, Associate Professor of Standardization, RSM Erasmus University and executed by Dr. Robert van Wessel, an expert in the implementation of ISO/IEC 27001 in the Financial Services sector.

The project will be approached in two phases; a case study and survey research. At least six companies of different sizes, representation and assessment both in the UK and Europe will be involved in the case study, which will then feed into an extensive survey. It will seek evidence that organizations certified to the standard by a third party have a competitive advantage against those organizations which state compliance through self-certification.

To learn more about this research project, please contact [Kim Mantle](#).

A Day in the life of Debbie Stead, Head of Committee Service Centre



Our second profile of *A day in the life* is Debbie Stead. Debbie describes a typical day as BSI British Standards' Head of Committee Service Centre. Click [here](#) to read the article. Please [contact us](#) if you would like to give an insight into your daily routine.