



# SGS SUPPORTING BUSINESSES IN BIRMINGHAM

## COMPANY INTRODUCTION

The year is 1878 and a young Latvian immigrant sits on the docks of Rouen as ships come and go – the arteries of an industrialised Europe pulsating rapidly before his eyes in one of the continent's largest ports. He seizes an opportunity that one day will become SGS Ltd, the global benchmark in quality and integrity.

What this young man realised was that grain exporters were losing money because they were not being represented at the port of destination. Importers would only pay for the amount of grain received, not what was shipped. During transit, and especially in loading and unloading, there were losses in the volume of grain due to shrinkage and theft. His idea was to defend the rights of the exporter by inspecting and verifying the quantity and quality of the grain on arrival with the importer. From these early beginnings inspecting grain shipments on the docks of Rouen, SGS now leads the industry that it helped pioneer.

Since these humble beginnings, SGS has asserted itself as the world's leading inspection, verification, testing and certification company. With more than 80,000 employees, we operate a network of more than 1,650 offices and laboratories around the world.

We are constantly looking beyond customers' and society's expectations in order to deliver market leading services wherever they are needed. As the leader in providing specialised business solutions that improve quality, safety and productivity and reduce risk, we help customers navigate an increasingly regulated world. Our independent services add significant value to our customers' operations and ensure business sustainability.

## OUR VISION

We aim to be the most competitive and the most productive service organisation in the world. Our core competencies in inspection, verification, testing and certification are being continuously improved to be best in class. They are at the heart of what we are.

## CERTIFICATION

Our world-leading certification services enable you to demonstrate that your products, processes, systems or services are compliant with national and international regulations and standards. We can help you gain the necessary certification you need to trade in your target markets, giving you, and your customers, the assurance you need – anywhere in the world.

We certify businesses against the most popular and widely implemented standards across the world, including ISO 9001, ISO 14001, ISO 27001, ISO 50001, OHSAS 18001, TS16949 and many more depending on your business requirements.

SGS

# SGS IN THE LOCAL COMMUNITY

As devoted members of our local communities, we always strive to ensure that we contribute in long-term and meaningful ways. Most recently, in the Birmingham area, this contribution has come in the form of a relocation, as the business has seen the move from Tiverdale to Oldbury completed.

SGS will accommodate up to 40 staff in the building, which was renamed Langley Business Office, as part of Solvay's bid to better reflect the regional appeal of its location. The building had been partially empty following the departure of Thermphos in 2013.

Jean-Francois Berthiaume, Site Director at Oldbury, said: "We are delighted to welcome such a well respected company to the Langley Business Office, and we are confident that this is the start of a long and mutually beneficial relationship."

Jan Saunders, Systems and Services Certification UK Business Manager here at SGS, said: "Our business courses cater for everyone from larger companies, right across to those working in small to medium sized operations. We can provide tailored in-house courses at our Academy of between one and five days and Oldbury is a great location in the centre of the country."

## OUR SERVICES

Our core services can be divided into three categories:

**COMPLIANT PROCESSES AND MANAGEMENT SYSTEMS:** Our broad understanding of processes and management systems enables us to work closely with you. We help you to apply industry best practices within your organisation, which support you in meeting the needs of your stakeholders. Through our audit and certification services we ensure that your organisation and your supply chains operate in a compliant and consistent manner.

**PERFORMANCE ASSESSMENT FOR IMPROVEMENT AND TRANSPARENCY:** Through our tailored performance assessments we provide you with a clearer understanding of how you can take your operational efficiency to the next level. Our insights support you with both internal and external improvement programmes and ensure that your organisation is fully transparent to your stakeholders across the value chain.

**SGS ACADEMY – TRANSFORMING PEOPLE AND BUSINESSES:** As the leader in professional training, we draw on our years of worldwide experience to provide effective learning and development opportunities. We make a difference to individuals, teams and business, nurturing talent and enabling continuous organisation progression. Our specialists partner with course participants, identifying improvement objectives and supporting the professional journey.

## YOUR LOCAL CLIENT MANAGER - RAM HARGUN



*To date, I have spent my career working in business development. During this time I have been lucky enough to work for a number of diverse organisations not only in the UK, but also abroad. These opportunities have given me the skills to adapt to any working environment, as well as significant experience in various sectors.*

*I joined SGS as Client Manager for the Midlands region in 2012. Within my role, it is the variety and the freedom to explore and develop new opportunities that I enjoy the most. I am passionate about customer service, and to me it is paramount. I do my very best for my clients, and I strive for customer satisfaction continually.*

*To relax, I like to watch a good movie and enjoy socialising with friends at the weekends.*

### THREE WORDS THAT DESCRIBE ME:

Innovative, reliable and honest



## FURTHER EXCELLENCE

“This is another example of how Oldbury is gearing up for new business in 2015. SGS has invested in the local community and we are very supportive of them and what they are trying to do for businesses throughout the UK.

The Mayor of Oldbury,  
Councillor Derek Rowley

”

## HERE TO HELP

For more information on our services, or if you would like to book an appointment to meet your local client manager, please feel free to get in contact using the methods below:

**Email:** [uk.nowisthetime@sgs.com](mailto:uk.nowisthetime@sgs.com)

**Tel:** +44 (0)800 900 094

**Mob:** +44 (0)7500 983355

**Web:** [www.sgs.co.uk](http://www.sgs.co.uk)