



Affirming company quality with ISO 9001 registration.

ISO 9001 registration is an internationally recognized standard of good business and quality improvement practices used by thousands of companies throughout the world.

GARDAWORLD

Affirming company quality with ISO 9001 registration.

Companies possessing this registration have proven that day-to-day operations conform to a documented business management system which provides superior results for their clients. In the security industry, this includes the ability to:

- Proactively setting objectives which meet evolving marketplace demands and customer expectations;
- Deliver consistently high quality protection services through proper guard and management training and, supplying equipment to enhance performance levels;
- Provide peace of mind to clients that security professionals are backed up by high-quality processes and standards;
- Demonstrate a commitment to using hard data from performance and quality monitoring and subsequent fact based decision making to drive corrective actions and continuous improvement efforts;
- Operate the entire business according to ISO's global quality standards both today and in the future.

How to bring your customers the best in service?

There are three key components to quality business management.

A policy of continuous improvement. Documented processes are constantly under review at every level of the organization, allowing for the updating of best practices and pushing employees to move beyond established benchmarks, creating a more efficient and productive business. All members of our GardaWorld team are responsible for the delivery of high quality business services and striving to be on the leading edge while balancing this with a solid foundation of business process which ensure consistency in meeting customer expectations.

Customer satisfaction. It does not matter how impressive you believe your product to be if buyers do not find it adequate. The customer must be integral part of any sound quality management plan. To that end, ensuring proactive communications between company and client are essential for good quality business management.

Affirming company quality with ISO 9001 registration.

Annual customer satisfaction surveys are a method of quality business management. Identifying gaps in service allows for timely corrections in order to comprehensively address a client's needs. This is coupled with Final Verifications of Service allowing clients of short term contracts or contracts wherein their life-cycle has come to an end to provide honest feedback on the whole GardaWorld experience.

Legal and legislative requirements. Our professionals are committed to awareness of, and adherence to, legal and legislative requirements. They possess sound knowledge of all applicable legislation and regulation allowing company policies and procedures to be shaped according to efficient models while remaining legally compliant. Knowing that infractions can cost both time and money, our professionals are dedicated to the ethical execution of our business model and we are highly sensitive to the fact that retroactively writing policies to comply with regulations is far less efficient than designing plans correctly the first time.

Proving your business is worthy of the ISO 9001 registration


ISO practices are not simply added features of a business. They are a fundamental part of how the company operates, informing all aspects of its operations.

The initial application process requires a business to carefully examine and document every stage in the life-cycle of its people, including recruiting, hiring, on-boarding, training, ongoing professional skills development and coaching. Methods of compensation and motivation, as well as processes and systems that support them are also examined. All documentation is then passed to third party auditors who carefully evaluate it.

Registration requires periodic renewal. To keep registrations current, a company must perform monitoring audits for two consecutive years, followed by a major, in-depth audit every third year, all conducted by third party auditors. In between those audits, the company conducts its own yearly audit to verify that established protocols and procedures are being followed and to flag any deviations. Any deviations are promptly addressed by local management who are motivated to ensure we are complying with our best quality business practices, thus ensuring high levels of customer satisfaction.

Affirming company quality with ISO 9001 registration.

Quality business management is found at every level of a business. Our top management is involved with setting objectives to meet and exceed customer and corporate expectations. A team of highly qualified, independent quality professionals and auditors are responsible for monitoring the registration requirements throughout the country; key performance indicators are shared with all upper and middle management personnel. Managers and supervisors, in regular communication with our Quality Department team, ensure continuous improvements and corrections are effected. Frontline employees are aware of our quality policy and expectations and are regularly monitored by their supervisors to ensure customer satisfaction. Quality business practices are a part of the corporate culture.



Quality must be a foundational aspect of any business model. All levels of service production and customer service should be driven by it. Clients are reassured by a reputation of superior quality business performance, and ISO 9001 registration is a widely recognized indicator of that reputation.



- 26,000+ security professionals
- 5,000+ clients
- 32 offices across Canada
- 5 control centres

To learn more about our security services,
contact your regional representative:

- Ontario
Suzy Amaral, suzy.amaral@garda.com
- Quebec
Patrick Nadon, patrick.nadon@garda.com
- Western Canada
Scott Young, scott.young@garda.com

1 855 GO GARDA (464 2732)

GARDAWORLD