

# EVOLVING BUSINESS

*together*

*Practical, results-driven support in ISO  
certification, Sustainability,  
and Lean Management  
Programmes*

# WELCOME MESSAGE



**Pat McCarthy**  
*Chairperson*

For over three decades, QSI has been driven by a simple purpose: *to give Irish businesses practical, honest, and dependable support that helps them to operate and grow with confidence.* While our services have expanded and our expertise has deepened over the years, that commitment remains unchanged.

Today, QSI is far more than a consultancy. *We are a dedicated team of experienced professionals who care deeply about the organisations we work with.* Each person brings their own strengths - technical expertise, industry knowledge, and a genuine passion for solving problems and improving how businesses operate.

We're proud of the long-term partnerships we've built across manufacturing, engineering, construction, technology, services, and many other sectors. But we're especially proud that *we help clients do more than achieve certification - we help them build management systems, sustainability strategies, and lean processes that make work smoother, safer, and more efficient.*

Thank you for placing your trust in us. We look forward to supporting your organisation and continuing to **evolve your business - together.**

A handwritten signature in black ink that reads "Pat McCarthy". The signature is written in a cursive, flowing style.

# ABOUT QSI

Founded in the late 1980s, Quality Services International (QSI) is a trusted consultancy firm supporting organisations across a wide range of industries - including **manufacturing, engineering, construction, technology, and services**. Over the decades, we've built a strong reputation for delivering practical, effective guidance that helps businesses strengthen their operations and grow with confidence.

We specialise in **ISO Standards, Sustainability Solutions, and Lean Management Programmes**, helping organisations achieve compliance, operational excellence, and measurable performance improvement. These core areas reflect the work we do every day to support better systems, smarter processes, and more resilient organisations.

With more than 35 years of experience, our consultants bring deep expertise and a hands-on, collaborative approach. Every project is tailored to the organisation we support — ensuring solutions that are practical, achievable, and aligned with your goals.

**Our services centre around three core pillars designed to deliver meaningful, measurable improvement across your organisation.**

## Our Core Services

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### ISO STANDARDS

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*We help organisations achieve and maintain certification through tailored ISO management systems that strengthen control, compliance, and continual improvement.*



### SUSTAINABILITY SOLUTIONS

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*Our practical environmental and ESG solutions reduce impact, improve resource efficiency, and align your business with modern sustainability expectations.*



### LEAN MANAGEMENT PROGRAMMES

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*We provide Lean process improvement programmes that streamline workflows, eliminate waste, and embed a culture of continuous improvement for measurable performance gains.*



# ISO STANDARDS

Standards exist across the board in every industry and walk of life, in both the private and public sector. They are a **powerful business tool** that can help to fuel business performance and drive growth.

This tool can help **tap into new and expanding technologies**. It can help businesses **out-innovate competitors in the global market**. And it can help you **cut costs and boost your bottom line**.

We specialise in the implementation, certification preparation, and ongoing maintenance of ISO Management Systems.



## Certification

We guide you through **building and implementing your management system**, carrying out internal audits, closing gaps, and preparing for the external audit - **ensuring you achieve ISO certification with confidence**.

## Maintenance

After certification, we help keep your system running smoothly with ongoing reviews, updates, internal audits, and continual improvement support — ensuring you remain fully compliant and audit-ready year after year.

## Maximising Value

We help you **get the most out of your ISO system by integrating it into everyday operations** - improving processes, strengthening performance, and **ensuring the standard becomes a practical tool rather than a paperwork exercise**.

**How we support your ISO journey;**

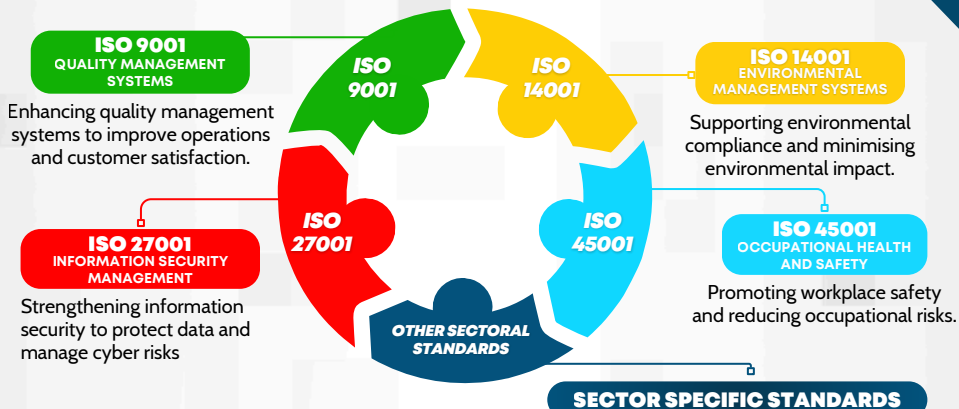


“We have seen enormous benefits from the implementation and maintaining of ISO 9001 and ISO 14001 under the guidance of QSI Ltd. The practical approach to monitoring and improving our processes to align with our strategic goals has facilitated growth in a controlled and logical manner.”

CSL ENVIRONMENTAL SOLUTIONS







In addition to core ISO systems, we support sector-specific standards such as **IATF 16949** (automotive), **ISO 22000** (food safety), **ISO/IEC 17020** (inspection bodies), and **EN 1090** (structural steel and aluminium), helping organisations meet industry-driven compliance and performance requirements.



## 5 STEPS to ISO Certification





# SUSTAINABILITY SOLUTIONS

## PRACTICAL, STANDARDS-BASED SUSTAINABILITY SERVICES THAT DELIVER MEASURABLE OUTCOMES

QSI provides targeted sustainability services aligned with internationally recognised ISO standards. Our approach is practical, proportionate, and designed to support organisations responding to regulatory requirements, client expectations, and operational efficiency goals.



Our sustainability offerings are delivered selectively, ensuring engagement with organisations where these services create real commercial and operational value.

### Environmental Management Systems (EMS)

ISO 14001



We support organisations in establishing and improving Environmental Management Systems that enhance environmental performance and maintain regulatory compliance.

- EMS design and implementation aligned to organisational activities, risks, and compliance obligations
- Identification of environmental aspects, impacts, and legal requirements
- Internal audits, certification readiness, and continual improvement support

### Greenhouse Gas Quantification and Reporting

ISO 14064-1



We deliver a recognised framework for the measurement, reporting, and verification of greenhouse gas (GHG) emissions.

- Organisational boundaries and Scope 1, 2, and relevant Scope 3 emissions assessment
- Robust data collection methodologies and emissions calculations
- Development of compliant GHG inventories and support for third-party verification

### Energy Management Systems

ISO 50001



We help organisations improve energy performance, reduce emissions, and achieve measurable cost savings through effective energy management systems.

- Energy reviews, baselines, and identification of significant energy uses
- Development of energy performance indicators, objectives, and action plans
- Certification support and continual improvement planning

### Environmental Product Declarations (EPDs)

EN 15804



We support the development of independently verified Environmental Product Declarations based on Life Cycle Assessment (LCA) in accordance with EN 15804.

- Coordination and interpretation of LCA technical data
- Development of EN 15804-compliant Environmental Product Declarations
- Support through verification and publication processes

## SCAN HERE TO START YOUR SUSTAINABILITY JOURNEY

Take our *online questionnaire* to identify where we can support your sustainability journey...



OR

CLICK HERE 



# LEAN MANAGEMENT PROGRAMMES

QSI's Lean programmes enable organisations to streamline operations, eliminate waste, and improve workflow efficiency.

We provide:

- Process mapping and value stream analysis
- Kaizen workshops and continuous improvement training
- 5S implementation and visual management systems
- Support integrating digital tools to modernise workflows
- Proven improvements in productivity, cost, and quality

Lean is more than methodology - it's a culture. We work closely with leadership and teams to embed continuous improvement and **long-term efficiency**.



## FAQ's



### **How much of the work is handled by QSI, and how much do we need to do internally?**

**QSI takes care of the heavy lifting.** We develop your system, provide templates and procedures, conduct training, and support implementation. However, internal commitment is essential. Your team will need to review and approve procedures, help document processes, and apply the system in daily operations.



### **We already have some systems in place - can QSI work with what we have?**

**Yes, and we encourage it.** If you already have documented processes or controls, we assess them during the gap analysis and adapt or build on them where possible. This ensures you're not starting from scratch and respects the work your team has already done.



### **Can you carry out implementation using a blended approach of both on-site and remote?**

**Yes. We typically recommend a blended approach,** combining on-site visits with remote sessions. This allows us to gather key operational insights in person, then efficiently develop documentation and follow up online. It's a flexible model that saves time and ensures ongoing support throughout the implementation.

# WHY CHOOSE QSI?



**4000 PROJECTS  
DELIVERED SUCCESSFULLY**

**100% SUCCESS RATE  
IN CERTIFIED STANDARDS**



**450 SATISFIED CUSTOMERS  
NATIONWIDE**



**QSI**

Quality Services  
International Ltd.

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