



Upgrade in ISO 9001 Certification for Andreas Neocleous & Co

Andreas Neocleous & Co have always been at the cutting edge when it comes to delivering the highest quality legal services. Our quality management system was certified by Bureau Veritas Quality International in 1998 to ISO 9001:1994 standards. Andreas Neocleous & Co was the first law firm in Cyprus, and to the best of our knowledge remains the only law firm in Cyprus, to be recognised in this way. We are proud and delighted to announce that following an independent audit, our previous ISO 9001:1994 certification has now been upgraded by Bureau Veritas Quality International to the enhanced standard of ISO 9001:2000.

The certificate recognises that the firm is managed in such a way that, in all aspects of the service demanded by our clients, quality requirements are met and satisfied to international standards.

The ISO 9001:2000 standard is primarily concerned with quality management. Quality management is simply what the organisation does to:

- ▶ Fulfil the clients' quality requirements, while aiming to enhance client satisfaction; and
- ▶ Achieve continual improvement of its performance in pursuit of these objectives.

Client Focus

A principle factor assessed was the firm's client focus. Andreas Neocleous & Co demonstrated its ability to:

- ▶ Understand current and future client needs;
- ▶ Consistently meet client requirements; and
- ▶ Strive to exceed client expectations.



Further factors taken into account included the firm's ability to:

- ▶ Research and understanding client needs and expectations;
- ▶ Ensure that the objectives of the organisation are linked to client needs and expectations;
- ▶ Communicate client needs and expectations throughout the organisation; and
- ▶ Systematically manage client relationships.

Not Just a Label

Under the ISO 9001:2000 standard, quality management must be such that members of the firm:

- ▶ Openly discussing problems and issues;
- ▶ Freely share knowledge and experience;
- ▶ Seek opportunities to enhance their competence, knowledge and experience;
- ▶ Be provided with training in the methods and tools of continual improvement; and
- ▶ Make decisions and taking action based on factual analysis, balanced with experience and intuition.

Standards must not only be maintained by individuals. The firm itself must:

- ▶ Ensure that data and information are sufficiently accurate and reliable;
- ▶ Establish clear responsibility and accountability for managing key activities;



- ▶ Employ a consistent organisation-wide approach to continual improvement of the organisation's performance; and
- ▶ Make continual improvements in processes and systems an objective for every individual in the organisation.

Getting Results

Quite aside from the numerous first-rate reviews the firm continues to receive from independent international rating houses, our greatest vote of confidence comes from our clients. From global household names to individuals, we are delighted to say that our growing list of clients remain as faithful as ever.

