



## ISO Certification

# Improving Delivery of Global Support

The International Organization for Standardization (ISO) is a worldwide source for international business, government, and society standards, including Quality Management System (QMS) standards. Rigorous evaluations by accredited independent agencies and periodic surveillance audits to ensure ongoing compliance are required to achieve certification.

F5 has attained ISO 9001:2008 certification for the technical support provided to customers on F5 products worldwide. ISO certification ensures that F5 adheres to documented processes and procedures and continues to improve its delivery of global customer support.

### Key benefits

#### Be confident of the quality

Expect high standards. Certification to ISO 9001:2008 assures that the methodologies for delivering customer support are part of an overall Quality Management System designed to ensure customer satisfaction.

#### Receive consistently excellent service

Get the same high-quality service worldwide. As part of ISO certification, F5 implemented Quality Management System processes across its worldwide customer support organization for consistently excellent service.

#### Contribute to the evaluation

Participate in F5's customer satisfaction survey to help F5 serve you better. Measurements of processes, evaluations, and results are regularly analyzed in compliance with ISO 9001:2008.

#### Move forward with F5

Partner with a company that is committed to your success. Certification ensures F5's adherence to processes and procedures that contribute to ongoing improvements in delivering superior global customer support.

Certificate number 40885  
(from ABS Quality Evaluations)



ISO 9001:2008

## ISO Certification

The ISO 9001:2008 Quality Management System (QMS) standard is a well-developed, mature set of criteria for companies to maximize the effectiveness of their business processes, with a focus on customer satisfaction and continual improvement of their systems. Certifications to the ISO 9001:2008 QMS standard are accomplished by accredited registrars throughout the world who perform thorough evaluations and periodic audits to ensure ongoing compliance with the standard's requirements.

F5's ISO 9001:2008 certificate, issued by ABS Quality Evaluations, substantiates the certification of F5's QMS for its Global Customer Support organization. The certificate lists F5's certified worldwide support facilities in the United States, the United Kingdom, Singapore, and Japan. The certificate can be viewed on the [F5 website](#) or the [ABS Quality Evaluations website](#).

## F5 Global Quality Management System

The ISO 9001:2008 standard specifies that QMS requirements focus on an organization's ability to meet and improve upon customer satisfaction and quality requirements. As part of the certification process, F5 established its own QMS to ensure the Global Customer Support organization continues its long-standing commitment to customer satisfaction.

By identifying areas for improvement, creating recommendations to resolve gaps, and executing against these recommendations, F5 has established the global processes necessary to consistently improve service quality on a regular, quantifiable, and demonstrable basis.

### Regular evaluation and analysis

The F5 QMS includes evaluation of quality and customer satisfaction—from the initial customer contact through verification of the effectiveness of the resolution. A customer satisfaction survey is a crucial part of that evaluation process.

F5 regularly analyzes evaluation results, which are tied to individual and group performance evaluations, as an added commitment to customer satisfaction. In addition, QMS processes are audited regularly to ensure expected results and continued compliance with the ISO 9001:2008 standard requirements.

### Commitment to your success

F5 solutions are designed to help your business run better and be more successful. F5's ISO certification and ongoing evaluation and analysis support this purpose. Through providing high-quality customer service and making a pledge to continually improve customer service, you can be assured that F5 is committed to your success now and in the future.

## More Information

To learn more about F5 Technical Support Services, contact [services@f5.com](mailto:services@f5.com).

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