



## 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. Achieving ongoing ISO 9001:2008 compliance and certification isn't easy—it requires rigorous evaluations by accredited independent agencies, and periodic surveillance audits to ensure ongoing compliance.

F5 has achieved ISO 9001:2008 certification for the technical support we provide to our customers worldwide. ISO certification ensures that we adhere to documented processes and procedures for supporting our products, and continually improves our delivery of global customer support.

### Key benefits

#### Confidence in Quality

Certification in ISO 9001:2008 assures that the methodologies for delivering customer support are part of an overall Quality Management System designed to ensure customer satisfaction. This means you can expect high standards from us, and nothing less.

#### Receive consistently excellent service

As part of ISO certification, F5 implemented Quality Management System processes across our worldwide customer support organization. This helps us provide consistently excellent service to customers all over the world.

#### Contribute to the evaluation

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

#### Move forward with F5

ISO 9001:2008 certification ensures that F5 adheres to processes and procedures that contribute to ongoing improvements in delivering superior global customer support. In short: with certification, customers are able to partner with a company that is committed to their success.



ISO 9001:2008

Certificate number 40885  
(from ABS Quality Evaluations)

## 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, China, Singapore, and Japan. [The certificate can be viewed on the F5 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 that 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 these recommendations, F5 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 to verifying the effectiveness of the resolution. A customer satisfaction survey is a crucial part of that evaluation process.

As an added commitment to customer satisfaction, F5 regularly analyzes survey results and ties them to individual and group performance evaluations. 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. By providing high-quality customer service and pledging to continually improve, we can assure our customers that F5 is committed to their 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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