



Case Study

Integrated ISO 9001 and ISO IEC 27001 Implementation

UK Technology and Professional Services Provider

Introduction

This case study describes the implementation of an integrated ISO 9001 Quality Management System and ISO IEC 27001 Information Security Management System for a UK based organisation delivering technology-enabled professional services.

The Client

The organisation provides consultancy, managed services, and technology support to business clients. Service quality and information security were important to meeting client requirements. While a number of controls and practices were in place, there was no formal or auditable management system aligned to recognised international standards.

Project Overview

Objectives

The objective was to implement ISO 9001 and ISO IEC 27001 in a coordinated manner, ensuring alignment between quality management and information security management. Certification was required to support client assurance requirements, tender activity, and internal governance.

Scope Definition

The integrated management system covered service delivery, client management, internal operations, information systems, and remote working arrangements. Common processes including document control, internal audit, corrective action, and management review were aligned across both standards.

Gap Analysis and Planning

A combined gap analysis identified areas of overlap and difference between the two standards. While service delivery controls were generally established, formal risk management processes, documented arrangements, and evidence of leadership oversight required development. A phased implementation plan was produced to address both standards without unnecessary duplication.

Key Considerations

- Integration reduced duplication across management system processes.
- Alignment between quality objectives and information security controls required prioritisation.
- Ongoing leadership involvement was required to support effective operation of the system.

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Management System Development

Aligned policies, objectives, and procedures were developed to meet the requirements of both ISO 9001 and ISO IEC 27001. Risk based thinking was applied across quality and information security processes, supported by a central risk register and corrective action arrangements.

Internal Audit and Management Oversight

An integrated internal audit programme was established covering both standards. Management reviews were conducted to consider performance, risks, audit outcomes, and improvement actions.

Certification Process

The organisation was prepared for combined Stage 1 and Stage 2 certification audits. The audits were completed, and certification to ISO 9001 and ISO IEC 27001 was achieved.

Outcomes

The organisation implemented a single integrated management system supporting both quality and information security requirements. Certification supported client assurance and internal governance arrangements.

Conclusion

This project demonstrated the implementation of an integrated management system in line with ISO 9001 and ISO IEC 27001 requirements. Quality and information security controls were formally defined and incorporated into business operations.



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