

# Press Release

Sign Language Interactions  
Carston House  
Littlemill Road  
Ayrshire  
KA6 6NQ

T: 01292 269542  
M/SMS: 07970 848868

For Immediate release – 15/March/2016

## **SIGN LANGUAGE INTERACTIONS (SLi) ACHIEVES ISO 9001 REGISTRATION FROM THE BRITISH ASSESSMENT BUREAU**

Scottish based communication support services, Sign Language Interactions (SLi) has achieved the internationally recognised ISO9001, establishing it as one of the leaders in its field.

This independent assessment was conducted by the leading Certification Body, the British Assessment Bureau and demonstrates Sign Language Interactions commitment to customer service and quality in delivery. Sign Language Interactions has now earned the right to display the coveted British Assessment Bureau ISO 9001 certification mark to demonstrate its conformance to the standard.

ISO 9001 was first introduced in 1987 and requires organisations to demonstrate that they do what they say they do and that they have a quality management system in place to ensure consistency and improvement; leading to high levels of performance and customer satisfaction. Certified organisations are committed to continuous improvement and are assessed annually to ensure progress is being maintained.

Andrew Dewey, Director said, "We are particularly pleased to have achieved ISO9001 certification as it underlines our commitment to our customers and our focus on quality. Not many customers get to see their suppliers' 'back-office' activities. This recognition demonstrates we can provide a quality solution from quotation to delivery."

The benefits of registration to the ISO9001 standard include:-

- Streamlining an organisation's procedures.
- Bringing consistency to an organisation's service delivery.
- Reducing cost and rework.
- Improving an organisation's management practices.
- Enhanced status.
- Competitive advantage.

**NEWS RELEASE**

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Sign Language Interactions is a well established company with a proven track record of service delivery within the public, private and voluntary sector. In addition to providing communication support services, we also have experience in working with health boards, local authorities and other organisations to scope out local needs, pilot and deliver services. Sign Language Interactions has grown steadily from its formation. It is now one of the largest providers of language service professionals (LSPs), including sign language interpreters (face to face and on-line), electronic note-takers in the country.

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## NOTES FOR EDITORS

### Sign Language Interactions

Our mission is:

To facilitate communication between Deaf and hearing people, so that language is no longer a barrier to understanding and opportunities.

From the first step of booking a service, through to the actual delivery – it is important to us that the service we deliver is provided in a reliable and organised way ensuring at all times that this is done in a friendly and helpful manner.

### Contacts:

Andrew Dewey

Sign Language Interactions

Email: [admin@signlanguageinteractions.com](mailto:admin@signlanguageinteractions.com)

Web: [www.signlanguageinteractions.com](http://www.signlanguageinteractions.com)

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## **THE BRITISH ASSESSMENT BUREAU**

Our reputation for making organisations stand out was established in 1969, starting as a specialist in certification scheme management. In 1997, the Secretary of State for Trade and Industry approved the use of the word 'British' in our new corporate title in recognition of our pre-eminent status.

Today, we certify organisations to recognised standards like ISO 9001 (quality management) and ISO 14001 (environmental management) and provide associated training. Outside of ISO standards, we design and manage bespoke assessment schemes. Such schemes are based on the establishment of standards, which can be developed to be recognised company-wide, industry-wide, nationally or internationally.

### **Contacts:**

Robert Fenn

Marketing Department

The British Assessment Bureau

30 Tower View, Kings Hill, West Malling, Kent, ME19 4UY

Tel: 0800 404 7007

Fax: 0870 607 2001

E: [info@british-assessment.co.uk](mailto:info@british-assessment.co.uk)

W: <http://www.british-assessment.co.uk>

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