

# Communicaid Achieves ISO 9001 and ISO 14001 Certification, November 2008



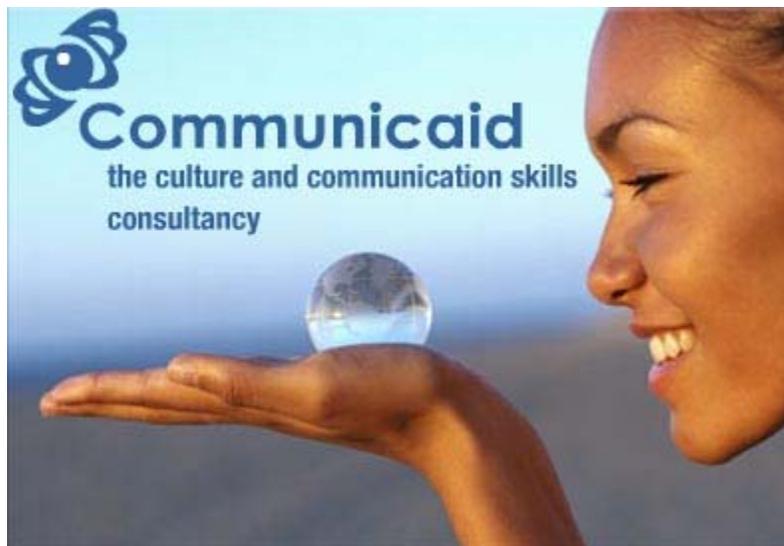
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Press Release Author: [Communicaid](#)

Industry: [Consumer Services](#)

**Press Release Summary: Communicaid is a leading language, cultural training and communication skills consultancy achieves ISO 9001 and 14001 certification in November 2008**

Press Release Body:  
Communicaid, Europe's leading [Cultural training](#) & Communication Skills Consultancy, is delighted to announce that the British Accreditation Bureau has awarded ISO 9001:2000 and ISO 14001:2004 certifications to Communicaid's UK training operations. These certifications prescribe systematic



control of activities to ensure that the needs and expectations of customers are met and ensure that Communicaid's management, design and quality control procedures as well as its environmental management systems match the highest international standard of service delivery.

ISO 9001:2000 recognises organisations with a quality management system that consistently provide services that meet customer and regulatory

requirements. This certification is awarded to companies that enhance customer satisfaction through quality programmes. ISO 14001 is an internationally accepted standard that addresses an organisation's ability to implement an effective Environmental Management System. This standard is designed to address the delicate balance between maintaining profitability and reducing environmental impact.

Cora Malinak, Communicaid's ISO Quality Manager, commented, "We are delighted to be awarded these certifications. Achieving ISO 9001 and 14001 certification is testament to Communicaid's commitment to customer satisfaction and continual quality assurance and it highlights our efforts to reduce the impact our business has on the environment. Our clients demand the best, and our goal is to meet and exceed their expectations. The ISO 9001 and 14001 achievement will improve Communicaid's competitive position and significantly improve service and quality across our whole business."

### **About**

### **Communicaid**

Communicaid is a culture training and communication skills consultancy. We enable our clients to create profitable international relationships by building cultural bridges that enhance understanding and establish trust.

Founded in 1992, our clients include many of the world's leading corporate, public and international institutions. With training centres in London, Paris, Frankfurt and New York, combined with a worldwide network of trainers, consultants and partner organisations, we are uniquely placed to meet the

[cultural awareness training](#), and [intercultural communication](#) skills needs of international organisations. For more information, please visit [www.communicaid.com](http://www.communicaid.com)

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