

Kiwa paves the way





'There is an evident international demand for the kind of solid approach to quality Kiwa has developed since 1948. This is why Kiwa is working hard at creating a strong European network of offices from which customers can be served in their own country and language. Not only does our local presence make it easier to talk, but it also provides greater efficiency as it means we can offer local knowledge from an international perspective.'

Kiwa is an international quality authority, permanently occupied with improving processes, products, employees and organisations. We do so not only by helping companies handle certification requirements, but also by offering services in the fields of training, inspection, consultancy, research and technological know-how. As each market requires its own specific expertise, we have organised ourselves according to market sectors.

Where are you heading?

Quality, efficiency, safety, control and sustainability. Key words in today's corporate world. Every entrepreneur nowadays wants to optimise these values. The question is: how far do you want to go? And how do you get there? Which steps will you have to take? And what kind of obstacles can you expect along the way? These are the very questions Kiwa's specialists deal with everyday. We have made this journey countless times, following many different roads, for many clients, in a wide range of markets and countries. As your partner for progress, Kiwa is eminently capable of paving the way for you.

Kiwa paves the way to improved quality, efficiency and sustainability

Kiwa Certification is specialised in issuing quality statements regarding products, processes, management systems and personnel. Certification is a way of making your organisation more efficient, safer, more manageable and more sustainable. It is a way of reducing risk and, especially, of paving the way for quality improvement. In support of our certification activities, we have numerous test laboratories at our disposal, for instance in the fields of building, water and energy.

Kiwa Gas Technology is an international knowledge centre for energy providers, manufacturers and other players in need of technological support in the fields of gas and energy. Its core activities revolve around consultancy regarding gas procurement, sales, and distribution. Kiwa Gas Technology also supports the industry with research and consultancy services aimed at the development of new energy applications. In this context, sustainable energy – naturally – is a key concept.

Increasingly, the ability to face the challenges of entrepreneurship, seize opportunities and realise change depends on knowledge. For this reason **Kiwa Training** offers a broad, innovative and high-level package of courses, training programmes and workshops. Our educational programmes include technical training in the field of installation and distribution technology, quality, safety, knowledge of norms and healthcare.

Market segments

Kiwa operates in virtually every market. Needless to say, we play a major role in the (drinking) water, energy and gas sectors. But our contributions to building, industry and the automotive and transportation markets are equally significant. We are also gaining ground in areas such as healthcare, education, safety, sustainability, the environment, business services, government, tourism, food industry and many others.

ALBRECHT NUNN,
MANAGER CERTIFICATION AND STANDARDS
VAILLANT

'In addition to quality and durability, our products are characterised by their safety. Vaillant leaves nothing to chance and has engaged the services of Kiwa in order to test our products and to offer its expertise in respect of product innovations. This allows us to remain leaders in our field.'



Kiwa paves the way

when things get complicated...

To many companies, internationalisation is not a trend but a necessity. This creates opportunities, but it raises questions as well. In an increasingly complex world, Kiwa anticipates developments like these by pooling its forces in cross-border expert centres that make us quick to spot new developments all over the world and to respond effectively.

Kiwa's expert centres are collaborative ventures designed to bring together Kiwa's international experts to exchange experiences and develop new services. This approach ensures that our full knowledge can be made available to all of our customers in the forty countries in which we operate. We have expert centres for gas, glass, polymers and rubbers, sanitary products, automotive, and safety and risk management, among others. These centres produce market surveys and offer knowledge relating to regulations and certification, coaching in material selection and design, as well as services in the fields of research and testing, production process optimisation, quality control, and inspection and analysis in case of damage claims. Many customers have benefited from product development and marketing synergies released at our expert centres.



GIJS DE JONG,
MANAGER TECHNOLOGY & PUBLICITY
KNAUF

'No two markets are the same. That is why it is so important that as a company you can spar with a certifier who knows and understands your market. Kiwa certifies just about every building product on the market, which makes it the most obvious knowledge centre for us to partner with. Kiwa helps us raise our already outstanding quality to even higher levels.'

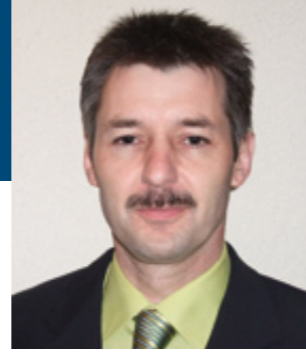
... and will go as far as you want

Originating from the Netherlands, Kiwa today assists customers in over forty countries across the world. We serve customers from several locations in seven European countries as well as China and Turkey. In countries in which we do not yet have our own offices, we have developed a reliable network of partners and agents. The fact that we also work with a large number of renowned certification organisations throughout the world means Kiwa may rightfully be considered a 'one-stop shop' for certification.

These characteristics are fully in line with the Kiwa strategy, which centres on internationalisation, optimisation, consolidation (in markets in which we already have a leading position) and variation (in our offers). In short, we intend to use our strength for continued growth and the development of new activities. Kiwa's ambition is to achieve increasing pre-eminence in terms of know-how, innovation and market knowledge. Being firm believers in so-called "éducation permanente", we view continuous investments in our staff as an integral part of this vision: for them too, Kiwa is a partner for progress.



BERRY BARTELS,
PROJECT MANAGER EUROPEAN PRODUCT DEVELOPMENT
IDEAL STANDARD INTERNATIONAL



'Ideal Standard creates total bathroom solutions. We do not only set high standards for the quality of our products, but also for the safety of drinking water. We work with Kiwa because Kiwa has many years of unique expertise in both areas.'

Kiwa exists for the simple reason that society needs quality, reliability, efficiency, safety and sustainability. As long as communities have such needs (often expressed in laws and regulations), they will also feel the necessity for a reliable quality authority. That is the role Kiwa has taken upon itself. We create clarity by means of independent, lucid and measurable quality statements. The fact that Kiwa is itself periodically audited by a large range of national accreditation bodies and has been appointed Notified Body by numerous governments confirms that we ourselves aspire to the highest possible quality levels. Kiwa has the expertise to improve quality. Our activities foster trust and innovation.



Kiwa has paved the way

since 1948

Interestingly, many companies that came to us in the past still work with us today. That is because those clients decided back then to make product quality their number one priority. The same can be said of Kiwa. We have adapted to changing market demands and have grown internationally, but we have never compromised on quality, independence or expertise.

The beaver in our logo obviously reflects our past in the water industry. But we also chose the beaver as our figurehead because he is an industrious building specialist, whose technical skills and commitment are remarkable. These are qualities and characteristics we at Kiwa like to be identified with. Besides all this, the beaver has an important role in environmental and landscape care. Kiwa also wants to contribute to a cleaner world, for instance by our involvement in researching sustainable resource management methods. But perhaps the beaver has one characteristic that tops them all: his gentle, friendly appearance. To us at Kiwa, maintaining a friendly, open attitude that will contribute to the development of long-term relationships with our customers is a quality that really matters.

Partner for progress

Kiwa wants to be a partner for progress on the basis of its qualities as a recognised, renowned certification company, relying on testing, inspection, training, technology and consultancy services. The term 'partner for progress' is our way of expressing a desire to develop long-term relationships based on equality and geared to helping you improve your organisation, products, services, management systems and personnel.

We have even made this motto a part of our corporate style, affirming that it is our objective to help companies and organisations move forward. You have the ambition, we have the knowledge to be partners for progress. Let Kiwa pave the way.

Kiwa N.V.

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Partner for progress

