

Title / Titel

## **Merck Triple ISO Certification - Quality Boost**

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Speaker(s) / Referent(s)

Lauer, Manfred / Merck KGaA (Germany)

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To whom is the presentation addressed? / An wen richtet sich der Beitrag?

CIO, IT Governance Managers, Quality Managers, CFO

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Keywords / Stichwörter

ISO 9001, ISO 20000, ISO 27001, Quality, Excellence

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Abstract / Zusammenfassung

As per its strategy, Merck KGaA has created a strong IT governance department and has implemented a worldwide ISO triple certification, leading to reshaped IT processes, increased IT performance, improved quality and better alignment with the business

The certifications are for:

- ISO 9001 Quality Management System
- ISO 20000 IT Service Management
- ISO 27001 Information Security Management System

The presentation shows procedures and key success factors of the triple ISO certification as achieved in 2008, the subsequent optimization and the outlook for 2010.

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Biography / Biografie

Manfred Lauer has a degree in chemistry (PhD at Bonn University).

After doing research in Germany, France and the US he has moved to IT with responsibilities centered in IT Infrastructure and IT Governance.

His present position is head of IT Quality Management.

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