



IMPACT

MULTI STANDARD

Akhiok-Kaguyak, Inc. is an Alaskan Native Village Corporation specializing in Government Products and Services, Commercial Real Estate, Hunting, Fishing, Tourism, and Lands Management. It represents the Sugpiat natives of the villages of Akhiok and Kaguyak located on the Southern Kodiak Island. Sugpiat means "Real People." The Sugpiat Family of Companies are "Real People, Providing Real Solutions." It is the way the native people of the Kodiak Archipelago described themselves before Western contact, "Sugpiat culture is strong in the hearts, stories, and songs of our people and is shared through the memories taught by our elders. AKI values the revitalization of our Sugpiat heritage through Shareholder outreach programs."

For Akhoik-Kaguyak, ISO is a key that opens doors to new markets. The implementation of three standards helped them "to bid on contracts that require ISO Certifications." ISO 9001:2015 Quality Management System, ISO 27001:2013 Information Security Management System and ISO 20000-1:2018 Information Technology Service Management are a trio that illustrates quality and security to prospective business partners.

The main reason for gaining ISO is because there is a growing trend for governments to require ISO certification to bid on their contracts as it allows them to "measure and feel as though they can control Quality, Information, and Products. Through requiring certifications such as ISO 9001:2015, ISO 27001:2013,

and ISO 20000-1:2018, the Government can ensure that they are taking every measure to contract with companies that will deliver quality, value, secure information, and safe products. "

Now, with their ISO Certifications, the President and CEO Michael Bradshaw notes he can now make bids for government contracts instead of previously having to "team with other companies who can bid on contracts with their certifications. At the end of the day, you work just as hard as a teammate, but the rewards are not guaranteed or in your control. You end up investing a lot and gaining very little, or sadly, nothing in return. Having our own ISO Certifications allows us to create our own destiny. "

Competitive position within the market can also be cemented with the access to bids ISO certification gives, "we can now bid for things other companies will be excluded from if they do not hold these certifications."





AKHIOK-KAGUYAK, INC. & SUGPIAT FAMILY OF COMPANIES
Real People, Providing Real Solutions

“A company needs to acknowledge the value of having policies, plans and procedures which allows them to provide repeatable services to their clients. The benefit is being able to prime contracts requiring ISO certifications instead of having to simply be on the team and praying for some workshare.”

The benefits of working with IMSM are the quality and care that the Assessors take. Michael Bradshaw found working with IMSM “Extremely easy. Everyone we have worked with at IMSM has been wonderful. They are very hands on in guiding you through the

process. We still have our IMSM Mentor attend our Management Review Meetings. He is the best, and stella in his guidance.” The implementation process was “Seamless, guided, educational.”

Akhiok-Kaguyak Inc used three criteria in the decision-making process of hiring an ISO consultancy: “Cost, scalability and reputation.”

“IMSM has played an integral part in helping us achieve our goals. We will continue to push forward their name to other interested companies.”

“We have gained traction in the industry since we obtained our certifications. Other companies who were not interested in talking to us before have come back to call on us. I feel now we are viewed not just as a new start-up company but as a new company with the resources to obtain these certifications.”