



## Professional Services Company AGM Certifies To ISO 9001: 2015 With the Help Of BMSC

AllSource Global Management, LLC (AGM) is pleased to announce that it has successfully certified to ISO 9001:2015. The professional services company, founded by Cecilia Mata, is a designated women-owned and minority owned small business.

Now in its 12th year, AGM is a company that offers a full complement of management and staff ranging from HR, Finance and Accounting and Business Development, to Contracts Management and Engineering and Product Design. What is more, now AGM owns two subsidiary companies, Global Eagle Security, an armed and unarmed security company and BrockTek, an engineering and design company for unmanned aerial systems.

Cecilia Mata grew up in an entrepreneurial family. She worked in the family business from a young age, and always dreamed of owning a business of her own. Growing up in Panama, Cecilia says she was immersed in civilian and military communities. When she moved from Panama to Sierra Vista, Arizona (about an hour south of Tucson), Cecilia made the decision to launch AGM. She says, "My life experiences instilled in me the importance of not only owning a small business to help fight the war on terrorism but in creating jobs that build better communities."

In 2005, AGM opened for business in Cecilia's home office. From the onset, the company experienced success. Within the first year, AGM grew to 22 employees, and Cecilia left her home office, renting a suite to accommodate the growth. Just four short years later, the AGM team moved into the 5500 square foot facility the company had constructed.

Today, in addition to the corporate headquarters AGM occupies in Sierra Vista, it has added an office in Tucson that houses its engineering design facility. Today, the professional services company has over a century of combined management and leadership experience in its executive team, and its customers span state and federal governments, private, commercial and not-for-profit entities.

Cecilia says, "We hire the most talented and flexible people you can find and turn them loose. We do not engage in the, "Build it and they will come model" but rather concentrate on fulfilling real market needs. What is more, we no longer look at opportunities or markets that are single or binary in nature. Instead, we examine the trends from a multivariate perspective, attempting to identify opportunities in major business sectors e.g. defense, telecommunications and IT, information technology, energy, security, surveillance, intelligence, environment etc. In other words, we are analyzing the markets, identifying prospects and redirecting our resources to pursue those areas where the greatest demand exists now and in the future. And we can do it quicker, more effectively, efficiently, and creatively than others in the industry."

AGM's business model is designed to help to make businesses and government organizations more efficient and safer in their day-to-day

operations. As such, AGM recognized the need to put formal processes into their own rapidly growing operations to facilitate ongoing growth. Last year, the company employed 550 team members, and they made the decision to certify to ISO 9001.

The ISO 9000 family of quality management systems standards is designed to help organizations ensure that they meet the needs of customers and other stakeholders while meeting statutory and regulatory. ISO 9000 deals with the fundamentals of quality management systems, including the seven quality management principles upon which the family of standards is based. These include: Customer focus, Leadership, Engagement of people, Process approach, Improvement. Evidence-based decision making, and Relationship management.



Cecilia says, "When we made the decision to certify to ISO 9001, I asked others in the industry for recommendations on ISO consultants." She added, "Bretta Kelly, owner of BMSC, was highly recommended by a colleague who went through the ISO Certification process. I informed him that I needed someone who was familiar with ISO who could guide us through the process in a timely manner, and without hesitation, he let me know that Bretta and BMSC would be a superior firm to use."

Today the company is certified to ISO 9001: 2015. Cecilia says, "Going through the process was a great experience thanks to Bretta's guidance. As a result, we met every deadline and completed it in record time." Consultants Bretta Kelly and Debbie Hart travelled back and forth from Sierra Vista and Tucson to ensure implementation and internal audits were conducted and comprehensive for all three companies registered under AGM.

She adds, "Preparing for ISO certification was not an easy process and obviously is made even more difficult when you still have to perform your normal daily functions. Notwithstanding, we are now in excellent shape given we have standardized and documented the processes."

AGM has been the recipient of a number of prestigious awards, including:

- \* 2016 Minority Owned Small Business Champion of the Year for the State of Arizona, Small Business Administration
- \* Department of Defense, Employer Support of the Guard and Reserve, ABOVE AND BEYOND AWARD, 2015
- \* Office of the Secretary of Defense, Employer Support of the Guard and Reserve, Patriotic Employer Award, 2013
- \* Honors 2010 Secretary of Defense Employer Support Freedom Award Nominee
- \* Wells Fargo Copper Cactus Awards-Business Growth Finalists, 2007 & 2008

To learn more about how AGM can help your business grow, contact them at (520) 458-1314 or visit [agmaz.com](http://agmaz.com)

Bretta Kelly, founder and owner of BMSC has helped more than 100 small and medium businesses to certify to ISO 9001 and AS9100. Contact Bretta at (602) 445-9400 or visit [businessmsc.com](http://businessmsc.com)