

ISO 9001: 2015

Quality Management System

ISO 9001 standard provides a framework of globally recognized principles of quality management including:

- › Customer focus,
- › Leadership,
- › Engagement of people,
- › Process approach,
- › Improvement,
- › Evidence-based decision-making,
- › Relationship management.

These are also known as the key principles of quality management.

The focus is always on achieving **conformity of products and services to meet customer needs and expectations.**

FOR WHOM?

ISO 9001 quality management system is for every organisation who wants to **become more effective** in their industry: ISO 9001 is applicable to both **service sector industries** as well as **manufacturing sector industries**. It is adaptable by **any size** of an organisation large or small, **multinational or local, public or private** as it offers the same scalable benefits for each organisation. It looks beyond just the contractual customer and it takes to account other interested parties who may be end users or consumers.

ISO 9001 was first published in 1987 and since then has been used by organisations worldwide to show that they can offer consistently **good quality products and services** as well as to **streamline processes and to become more efficient**. It is called the mother standard among all ISO standards, it forms the basis of business process management system and lays the foundation of process and system management in an organisation.

WHY IMPLEMENT ISO 9001 QUALITY MANAGEMENT SYSTEM IN YOUR ORGANISATION?

› To become more confident

It provides confidence that customers around the world right through the supply chain business-to-business and business-to-consumer right down to us as individuals can have confidence in the products and services that they are receiving from their certified suppliers.

› To prevent risk from occurring

The standard is focusing on preventing bad things from happening and looking for opportunities to leverage the good things that can happen and recognizing that not all processes have the same impact on the organisation's ability to deliver conforming products and services. Of this, organisations can be more relaxed and more flexible about because the potential for bad consequences as a result of something going wrong with processes may be lower.

› To become more productive

managing processes and interaction of those processes using Plan, Do, Check, Act (PDCA). PDCA is the fundamental route by which organisations can seek to improve their performance by first of all planning to do things right in the first place which is where risks and opportunities part comes in by correcting things that go wrong, looking for the need for corrective action, and making improvements.

CERTIFICATION PROCESS

CERTIFICATION AUDITING PROCESS

Optional: Pre-assessment audit

We can provide an independent of your management system (MS) before and/or after the commencement of the Stage 1 audit of the initial assessment process

Stage 1 audit

First, we gain an understanding of your business to assess whether your documented policy, objectives, continual improvement plans and procedures meet the requirements of MS standard. The readiness of your implementation programme is also assessed. (For GDPMDS certification, this audit is combined with stage 2 audit.)

Stage 2 audit

Then we audit your MS in action, to check that your declared policy, objectives and targets have been effectively communicated, and that your continual improvement plans and procedures are working in practice. Certification is then awarded after successful closures of any outstanding issues.

Surveillance audit

After you have achieved certification, we undertake regular ongoing audits of your MS to ensure that it is being maintained and that it continues to meet the objectives of your organisation and the expectation of your customers.

Re-certification audit

The certificate is valid for 3 years. A recertification audit is conducted on the full MS before the expiry of the certificate.

* No contractual

** The on-going surveillance is governed by the contract issued during the initial audit.

MANAGEMENT SYSTEM CERTIFICATION AUDITING PROCESS

