

QUALITY MANAGEMENT SYSTEMS - ISO 9001 : 2008

An internationally recognised standard for quality management. It is based around 8 management principles, which can be applied to organisations of any size operating in any sector.

The 8 Management Principles are:

1. Customer Focus
2. Leadership
3. Involvement of people
4. Process approach
5. System approach to management
6. Continual improvement
7. Factual approach to decision making
8. Mutually beneficial supplier relationships

An organisation's 'Quality Management' refers to an organisation's actions to ensure that its products or services satisfy its customers quality requirements and complies with any regulations applicable to those products or services.

HOW CAN ISO 9001 HELP?

Implementing a Quality Management System will motivate staff by defining their key roles and responsibilities. Cost savings can be made through improved efficiency and productivity. Systems can be developed, hence less waste and disruption & fewer complaints.

Customers needs will be met more efficiently resulting in increased opportunities in the market.

THE BENEFITS OF ISO 9001 : 2008

Many organisations require ISO 9001 certification to qualify for a tender or to achieve preferred supplier status, typically for a Local Authority.

However, there are many other benefits including:

- Improved internal working, leading to less errors and re-work
- Improved customer satisfaction and loyalty
- Improved morale and motivation
- Preferential insurance premiums
- Competitive advantage
- Increased profitability
- Enhanced status

In addition, ISO 9001 is designed to be compatible with other management system standards such as ISO 14001 (Environmental) and OHSAS 18001 (Health and Safety). Either of these complementary Standards can be integrated seamlessly. They share many principles, so choosing an integrated management system can provide you with outstanding value for money.

"Compliance with ISO 9001 means that your organisation manages its key processes in a consistent manner and is required to demonstrate commitment to quality and continuous improvement."

SO, WHY ISO 9001?

Certification to ISO 9001 shows commitment to quality, customers and an ongoing commitment to improving efficiency. It demonstrates that you have an effective quality management system. ISO 9001 certification enhances company image and gives a competitive edge in relation to marketing.

NEXT STEP

To discuss how we can provide a seamless approach, from consultancy through to certification, please contact John Edwards on: 0207 078 0840 or 07771 988427 or by email john.edwards@recognisingexcellence.co.uk

