

# ISO 9001:2008



Certification Europe™  
Making Business Better

## Quality Management Systems

### What is ISO 9001?

**ISO 9001** is an internationally recognised quality management system standard. ISO 9001:2008 (current version of ISO 9001) provides a set of standardised requirements for a quality management system (QMS).

ISO 9001 provides a framework of globally recognised principles of quality management; customer focus, leadership, involvement of people, process approach, system approach to management, continual improvement, factual approach to decision making and mutually beneficial supplier relationships.

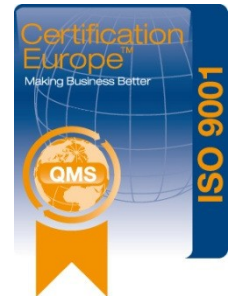
Certification to 9001 reassures your client base that your organisation is fully committed to quality by continuously undergoing the scrutiny of an accredited third party certification body.

### How to establish an ISO 9001 Quality Management System

To meet the requirements of ISO 9001 an organisation must:

- Formulate a quality management system (QMS) with the establishment of a quality manual in which the scope of the system is determined
- Establish a quality policy and quality objectives
- Determine the organisations key processes
- Develop document and record control requirements
- Receive management and employee commitment to the QMS
- Define responsibilities and authority within the organisation
- Evaluate competency and training requirements for staff
- Determine customer requirements and ensure they are met
- Determine product (or service) requirements and ensure they are met
- Proactively pursue customer feedback

- Instill good communication practices with clients and amongst staff
- Monitor and measure the organisation's performance and equipment
- Control non conforming product and ensure corrective/ preventative action is applied
- Audit the system and review the system at a management level periodically



### The benefits of ISO 9001 certification

By achieving certification to ISO 9001 your organisation will be able to reap numerous benefits. These include and are not limited to:

- Enhanced customer satisfaction that improves client retention
- Consistency in the delivery of your service or product
- Improved communication, planning and administration within an organisation
- Improves business performance and manages business risk
- Focused management of suppliers and subcontractors
- Ensuring qualification and competency of people
- Enhances creditability and improves competitiveness in a challenging market

For further information or advice on ISO 9001:2008 or the certification process please contact Certification Europe's offices in Ireland on + 353 (0) 1 64 29 300 and UK on +44 (0)28 9073 7913.

Website: <http://www.certificationeurope.com/iso-9001-quality-management-certification.html>