

# UNDERSTANDING ISO 9001 CERTIFICATION





Small business success hangs on one major factor - customer and client trust. The ISO 9001 Standard for Quality helps organizations create, implement, and maintain a high-functioning Quality Management System (QMS) that guides the day to day function of the business.

An ISO QMS helps companies constantly refine their day-to-day systems and create targeted long-term goals for success. Led by the stringent quality requirements of the standard, that QMS in turn helps guide the ultimate achievement for business growth - constantly improving customer experiences and satisfaction.

Through ten clauses, the ISO standard guides companies toward improved internal function and cultural growth. We specialize in coming alongside businesses like yours, helping you understand these clauses and their requirements, and to implement an ISO-certified system that will help your business thrive.

**SCOTT DAWSON**  
*PRESIDENT*

# ISO 9001 STANDARD

## WHAT IS ISO 9001?

ISO 9001 is a global quality standard focused on defining minimum best practices for the production and delivery of a company's goods and/or services. It focuses on efficiency, customer satisfaction, and continuous improvement, and guides organizations to the development of a formal quality management system (QMS). The QMS is made up of processes and documentation that control operations and ensure that requirements are met.

## WHO WROTE IT?

The International Organization for Standardization (ISO) which is made up of the national standard bodies from more than 160 countries.

## WHO USES IT?

ISO 9001 can be implemented by any company of any size. Currently there are more than a million organizations certified to the standard world-wide.

## WHO ISSUES THE CERTIFICATE?

ISO 9001 certificates are issued by a third-party registrar after an extensive audit of a company's QMS. During the audit, they will evaluate compliance with the standard's requirements. Surveillance audits must be repeated on an annual basis to maintain certification.

# WHO NEEDS TO BE INVOLVED?

For truly successful ISO success, all members of the organization should be involved with the implementation of the new QMS.

Certification to ISO 9001 is achievable by any organization, regardless of industry or size. The process can be implemented by the internal team, but some companies choose to utilize outside consulting resources to ensure they are able to appropriately translate the standard's requirements to their business.

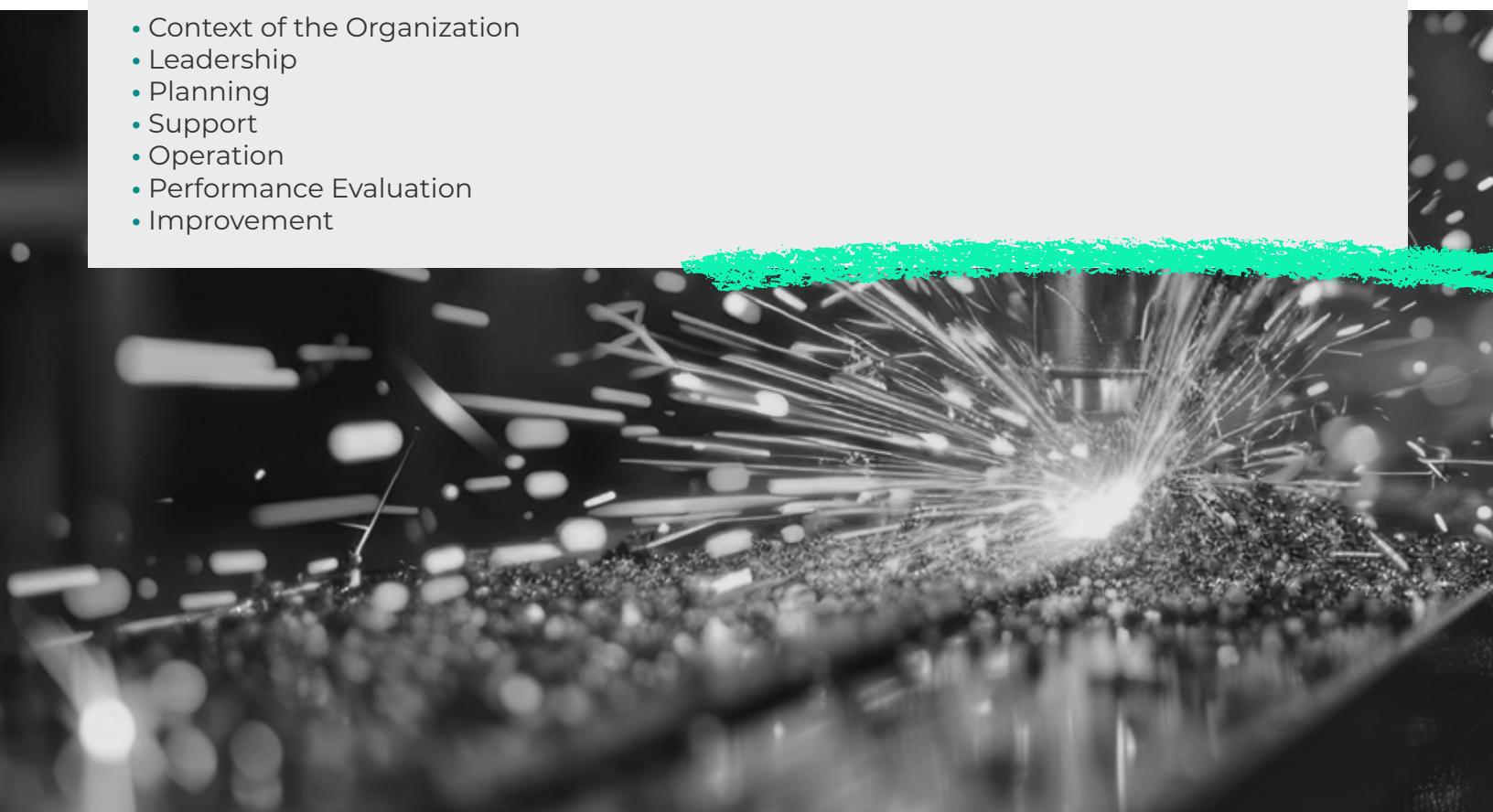
# IS THIS THE ONLY CERTIFICATION?

ISO 9001 is the baseline standard that can catapult organizations into excellence in safety, environmental sustainability, information security, and more. By first certifying to the original quality standard (9001), companies position themselves for success through further standard pursuit and certification.

# WHAT REQUIREMENTS ARE INCLUDED?

ISO 9001 requirements are organized into the following sections:

- Context of the Organization
- Leadership
- Planning
- Support
- Operation
- Performance Evaluation
- Improvement





# WHAT ARE THE STEPS TO GET *CERTIFIED?*

---

Core Business Solutions' step-by-step process can move at the pace you need to become certified. Because we work with hundreds of companies each year across the United States, we have a proven process and experienced consultants that specifically fit your organization.

*We boil the process down into four steps - a simple, achievable approach to ISO certification that is designed for your success.*



## PLAN

As we help you learn the basics of ISO, your consultant will assist you in preparing the required documentation, quality manual, and documented processes.



## IMPLEMENT

An industry-expert consultant will assist you as you implement the ISO process, working with your team to set goals, conduct management reviews, review results, and drive improvement.



## REVIEW

We will help you conduct an internal audit to prepare you for the registrar audit. Together, we will review necessary process corrections and make sure you have the documentation you need for ISO compliance.



## CERTIFY

Core Business Solutions will assist you in securing a registrar, or Certification Body, to perform your final external audit. Upon completion, we will help you correct any findings (if applicable). Then you will receive your ISO certificate.



*After you've completed your preparation steps, you are ready for the Registrar certification audit.*

This is the real last step. A Core-recommended, accredited third-party auditor will come to your facility and perform an audit on the quality management system you have developed.

And once you are certified, Core can help you ensure you stay certified, keeping your new QMS system sustainable and effective for years to come.

## **HOW LONG DOES IT TAKE?**

4 Months is the average time to achieve certification. We've gotten customers certified in as fast as 30 days to meet a contract deadline, while other customers take a bit more time (up to 6 months).

## **HOW MUCH DOES IT COST?**

There are two costs involved in certification: the preparation cost and the Registrar certification cost.

Core Business Solutions has programs as low as \$5,700 for micro businesses to help you prepare for certification. The cost of the Registrar audit varies depending on the scope and size of your organization, but our average customer can expect between \$3,500 and \$4,000 for the certification audit.



**WHAT'S MY INVESTMENT?**

---

# WHY CHOOSE CORE?

We are people people. We pride ourselves on connecting with our customers and building relationships that make the process of certification enjoyable. Our work isn't just about the certification – it's about improving your business for future success.

Our consultants have expert knowledge of how to implement ISO 9001. Their experience with a variety of customer segments including government services, machine shops, manufacturers, engineering firms, electronics, distributors, and many other service-orientated organizations means that we can pair the perfect consultant to your business to provide the most efficient and effective ISO project implementation.

Our consulting programs provide a dedicated consultant and a customer success team, all within an affordable and small-business-focused program. Whether you're a business of one or 150 employees, our services can be tailored to fit your needs.

We'll provide effective training as you learn the standard, create documentation, and conduct your management reviews and internal audit. Our CORE ISO Compliance Platform provides great resources for long-term success, and the Community Forum connects you with hundreds of other businesses who are seeking ways to improve and mature their QMS.

We work with you every step of the way to get you ready for certification, and provide continued learning opportunities and resources to ensure you're able to constantly improve your QMS and maintain certification.

By pairing technology with personal connection, we provide the peace of mind you need as you approach the complex ISO process. Let our unique approach, tools, and support ensure that you get certified, stay certified, and improve your QMS year after year.



# ABOUT THE ISO 9001 STANDARD

The ISO 9001:2015 Quality Management System standard is the best known and most widely-pursued ISO standard.

More than 1.4 million companies and organizations world-wide are formally certified to ISO 9001, proving that the quality of their products and services are the best in their industry.

The ISO 9001 standard is based on the following QMS principles found in ISO 9000.



**CUSTOMER FOCUS**



**LEADERSHIP**



**ENGAGEMENT OF PEOPLE**



**PROCESS APPROACH**



**IMPROVEMENT**



**EVIDENCE-BASED DECISION MAKING**



**RELATIONSHIP MANAGEMENT**

Effective February, 2024 a Climate Change Amendment has been added to ISO 9001:2015. The change impacts clauses 4.1 and 4.2 and states the need to address if it is a “relevant issue” for your organization and stakeholders.

The ISO 9001:2015 version is under revision. The revision is expected to be published by the end of 2025. Customers will have 3 years to transition to the 2025 version of the standard.

# ISO 9001 UPDATES

In 2015, the ISO standard was updated to make requirements better suited for small businesses. The ISO 9001:2015 version is still widely used for global supply chains, government procurement officers, and other market drivers as a supplier management tool. The following are the top objectives for the ISO 9001:2015 version update.

- 1 Make the requirements equally useful to product-oriented, (e.g. manufacturers, distributors, etc.), service-oriented, and other non-manufacturing businesses.
- 2 Put greater emphasis on the process approach and measurable results to demonstrate continual improvement.
- 3 Provide greater flexibility in how documentation, leadership and other management system activities are addressed to adapt to specific needs of individual companies.
- 4 Expand preventive action into risk based thinking to include planning, identification and addressing risks faced by the company that may impact its products, services and customers.
- 5 Align the ISO 9001 requirements with related standards such as ISO 14001, ISO 45001 (old OHSAS 18001), ISO 27001 and others to make it easier to maintain more than one certification.

The resulting changes make ISO 9001 certification more effective in helping companies of any size, in any industry manage risk, improve quality, and better serve their customers. At the same time, many aspects of the quality management system will be able to be greatly simplified and specifically tailored to your needs and your team.

Core Business Solutions aims to “interpret and fit” the standard requirements to your organization, simplifying the process, and adding value wherever possible to create the most efficient and effective QMS for you.

# BENEFITS OF ISO QMS & CERTIFICATION



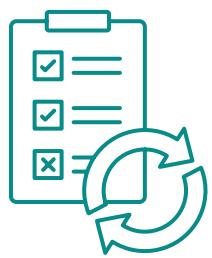
Improves Quality & Service



Reduces Your Costs



Highlights Deficiencies



Provides Continuous  
Assessment



Showcases Continuous  
Improvement



Ensures Higher Customer  
Satisfaction



Improves Customer  
Relationships



Spurs Business Growth



Encourages New  
Opportunities

# CUSTOMER TESTIMONIALS



Our consultant made the process of planning and organizing the company for ISO 9001 easy and efficient. The Core Platform is well organized with a fantastic help/training section. I would definitely recommend Core for anyone interested in achieving ISO 9001 certification.

PARKER P.



We had the privilege of working with Core Business Solutions to prepare us for ISO 9001 certification. They are highly professional and make what could be a daunting process simple and achievable. We will be recommending them to anyone we know who is taking on this certification!

MARY ELLEN K..



The process was straightforward and easy to pick up. Our consultant did a great job answering questions, being friendly, and professional. Thanks to her, our audits passed with flying colors.

JULIE H.





# ABOUT CORE BUSINESS SOLUTIONS

---

Founded in 2000 by brothers Scott and Mike Dawson (a former Quality Manager and Engineer), we are a small business headquartered in Lewisburg, PA serving the United States and Canada with ISO consultants located in all major metropolitan cities of the US. We developed the CORE ISO Compliance Platform to assist small businesses in the implementation and maintenance of their Quality Management Systems. Our consulting services help hundreds of small businesses each year and we take great pride in helping them become certified and improve their companies.



[www.thecoresolution.com](http://www.thecoresolution.com) | 866.354.0300 | [info@thecoresolution.com](mailto:info@thecoresolution.com)