

Why ISO 9001?

A globally recognised mark of quality and consistency

By choosing to implement ISO 9001 you will be opting for a powerful business tool that puts in place processes that can smooth your operations, uncover valuable cost savings and increase the satisfaction of your customers.

With ISO 9001 your business can:

- ✓ Sharpen up your processes with a stronger focus on quality
- ✓ Cultivate teamwork, reduce errors and ensure that your team know their roles inside-out
- ✓ Tighten up your strategy based on real analysis of your business and its functionality
- ✓ Display an instantly recognised mark of best practice both at home and abroad
- ✓ Create processes to collect and analyse feedback to win new business and retain customer loyalty

Principles of ISO 9001



Leadership

- Who will set objectives?
- Who will manage risks to the business?



Planning

- How will you achieve your goals?
- What are the risks and opportunities?
- Does everyone understand their roles?



Support

- Do you have the resources you need to achieve your goals?
- How will you document and communicate them?



Operation

- Are you giving customers what they want?
- Do you have a focused way of collecting feedback?
- Do you analyse or respond to this feedback?



Evaluation

- How will you measure, monitor, analyse and evaluate your business' performance?



Improvement

- How do you document process reviews and ensure the right improvements are made?



Context of the organisation

- What quality challenges does your business face?
- Who are your interested parties?

With guidance and support from our expert consultants you will be able to develop and implement a management system that grows with your business and helps you to achieve your quality objectives.