



# ISO9001:2015

Quality Management System (QMS)

The Globally Recognised Quality Management Standard.

# ISO9001

## THE INTERNATIONALLY RECOGNISED QUALITY MANAGEMENT STANDARD

With ISO9001 you can demonstrate that your organisation has a globally recognised Quality Management System that is independently certified, whatever the size of your business. A QMS system is designed for businesses and organisations that want to prove their ability to consistently provide products and services that meet the needs of their customers, stakeholders and contractor base.



ISO9001 is often a minimum requirement when submitting tender documentation to larger organisations to demonstrate a commitment to quality assurance. It is suitable for any industry, and will provide your company with vital quality techniques that will enable you to improve quality management, staff morale, customer satisfaction, and aspects of the business that represent risk both internally and externally.

Implementation will always involve looking at your internal and external processes and best practice to ensure that they are as effective as possible. It will involve a company-wide commitment to setting clear objectives, maintaining effective communication, investing in training and the development of your staff to continually strive to improve business performance.

## WHAT ARE THE BENEFITS OF ISO9001 CERTIFICATION?

ISO9001 will outline ways to achieve – as well as benchmark – consistent performance and service, to ensure effective delivery and business competitiveness. By establishing and following best practice processes, ISO9001 will also help you improve the quality of your products and services, increase customer satisfaction, improve productivity and reduce costs – thereby effecting a positive impact on your bottom line.

In addition, ISO9001 offers easy integration with other standards as it enables you to develop a single integrated management system that can meet the requirements of other industry recognised standards such as ISO14001 the environmental standard, OHSAS18001 (soon to be replaced by ISO45001) health & safety management system and ISO27001 the information security standard.



## HOW DOES IT WORK?

Our team of consultants are qualified lead assessors who can also offer specialist internal auditor training based upon extensive industry experience and knowledge. We can offer a 'turn on, turn off' resource auditing service for companies who require minimum disruption to reduce the cost of certification. Our range of innovative internal auditor apps are used by over 10,000 organisations worldwide and will help explain the clauses of each standard and offer helpful guidance to assist with ISO implementation. Our consultants are also available to assist with any on-site support your organisation may require to guide your team through the entire process, from implementation to certification and beyond.

## WHAT DOES ISO9001 COVER?

Implementation of the ISO9001 standard involves an in-depth examination of all aspects of your business from a quality management perspective, which incorporates both customer and regulatory requirements. It will look to improve business systems and processes, risk management, and enhance customer and user satisfaction. It will improve internal and external communication across your organisation and provide the framework to identify any potential and significant risks to your business.

ISO9001 demands that you provide evidence of best management practice, including a commitment to continuous improvement, training and development of all staff. ISO9001 will expect you to apply a process based approach when planning, implementing and developing your Quality Management System (QMS) to ensure your business is systematically defining and managing not just your processes, but the interaction between internal and external procedures.

Our team of experienced consultants will help you scope out the requirements of the standard and how they apply to your organisation, as well as provide guidance and support to prepare you for certification.

## WHY NDC GLOBAL AUDITORS?

We specialise in hazardous industry compliance and hold extensive expertise in the electronics, aircraft, food, automotive, metal, engineering, petrochemical and power industries – where processes are likely to be particularly hazardous, risks are potentially at their greatest, and where effective management systems are essential to ensure conformity to product realisation.

We are also a member of the LROA consultant network, IEMA and are IOSH approved training providers.

We can support company audit programmes at all levels from internal system audits to international and industry specifications & assessment, as well as providing the necessary follow-up consultancy support to facilitate continued improvement.



## THE STEPS TO ACCREDITATION

We can get you started on your quality management journey and complete it in 4 simple steps –

1. Preparation. We will guide you through ISO9001 requirements and provide support and a gap analysis to highlight the requirements of the standard against your existing arrangements.
2. Implementation. Together with your staff, we will find the best way for your business to implement an effective system and processes.
3. Certification. An independent auditor will come in and assess your business to the requirements of the standard for successful certification.
4. Follow-up. As part of our ongoing support, we will ensure you continue to work to ISO9001 standards to maintain your accreditation.

Our experienced team of consultants will guide you through the entire process, from start to finish, with the level of support you require.

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