



## What is ISO 9001



ISO 9001:2008 is the current version of the ISO 9001 standard and it provides a set of standardized requirements for a quality management system (QMS) within an organization. With over 1,000,000 businesses currently certified to the standard globally, it is the fore leader in not only QMS, but within all management systems. It is one of the most popular standards within the UK as it contains scalable benefits for every business: whether large or small; local or multinational; public or private; the ISO 9001 standard can be adopted.

The overall objective of the standard is to help organizations meet legislative and regulatory requirements, connected to the product while achieving excellence within their customer service and delivery. It can also grow market share, reduce business costs and allows an organization to manage risk more effectively. The ISO 9001 standard can be used throughout an organization to improve performance within a particular site, plant or department.

## Benefits of the ISO 9001 standard:

- Improved customer satisfaction and loyalty leading to return business.
- Augmented revenue and market share Attained via timely responses to market opportunities.
- Stream lining and amalgamation of internal processes leading to strengthened productivity and results.
- Consistency in the delivery of your product or service.
- Reduced costs and cycle times through effective use of resources.
- Improved communication, planning and administration processes
- Enhanced business performance and stream lined cost management
- Developed client confidence due to the as to the increased consistency, effectiveness and efficiency of the organization
- Increased credibility and competitiveness within the market place.