

ISO 9001:2015

The ISO 9001 Quality Management System (QMS) provides organisations with a transparent framework and a set of principles that provide an approach to managing their business activities to consistently achieve customer satisfaction.

What is ISO 9001 applicable to?

Any organisation can benefit from implementing ISO 9001 as its requirements are underpinned by the following management principles:

- customer focus,
- leadership,
- employee involvement,
- a process approach,
- a systems approach to management,
- evidence-based decision-making,
- mutually beneficial supplier relationships, and
- continuous improvement.

These eight principles have been complemented by a risk-based approach with the introduction of ISO 9001:2015.

What are the benefits of ISO 9001 certification?

- Achieve customer satisfaction by producing products and providing services that consistently meet customer requirements,
- reduced operating costs through consistent process improvement and resulting operational efficiency,
- understanding the needs and expectations of stakeholders, including for example employees, customers, external service providers, etc,
- managing business risks through greater consistency and traceability of products and services.