



ISO 9001

What Is It All About?

What Does ISO Certification Mean To You?

It means customer focus!! It means we have spent years asking YOU what YOU need from YOUR inspection service and then implementing processes to deliver just that!

What is it in a nutshell?

ISO 9000 is a series of standards, developed and published by the International Organisation for Standardisation (ISO), that define, establish, and maintain an effective quality assurance system for manufacturing and service industries.

What is it outside of the nutshell?

8 Principles

Principle 1 - Customer focus

Organisations depend on their customers and therefore should understand current and future customer needs, should meet customer requirements and strive to exceed customer expectations.

Principle 2 - Leadership

Leaders establish unity of purpose and direction of the organisation. They should create and maintain the internal environment in which people can become fully involved in achieving the organisation's objectives.

Principle 3 - Involvement of People

People at all levels are the essence of an organisation and their full involvement enables their abilities to be used for the organisation's benefit.

Principle 4 - Process Approach

A desired result is achieved more efficiently when activities and related resources are managed as a process.

Principle 5 - System approach to management

Identifying, understanding and managing interrelated processes as a system contributes to the organisation's effectiveness and efficiency in achieving its objectives.

Principle 6 - Continual Improvement

Continual improvement of the organisation's overall performance should be a permanent objective of the organisation

Principle 7 - Factual approach to decision making

Effective decisions are based on the analysis of data and information

Principle 8 - Mutually beneficial supplier relationships

An organisation and its suppliers are interdependent and a mutually beneficial relationship enhances the ability of both to create value.

General info.. for those who like to know more!

ISO 9000 is a series of standards, developed and published by the International Organisation for Standardisation (ISO), that define, establish, and maintain an effective quality assurance system for manufacturing and service industries. The standards are available through national standards bodies. ISO 9000 deals with the fundamentals of quality management systems, including the eight management principles upon which the family of standards is based. ISO 9001 deals with the requirements that organisations wishing to meet the standard must fulfil.

Third-party certification bodies provide independent confirmation that organisations meet the requirements of ISO 9001. Over a million organisations worldwide are independently certified, making ISO 9001 one of the most widely used management tools in the world today.

An ISO 9001 certificate is not a once-and-for-all award, but must be renewed at regular intervals recommended by the certification body, usually once every three years. There are no grades of competence within ISO 9001: either a company is certified (meaning that it is committed to the method and model of quality management described in the standard) or it is not.

The standards provide guidance and tools for companies and organisations who want to ensure that their products and services consistently meet customer's requirements, and that quality is consistently improved.

This standard is based on a number of quality management principles including a strong customer focus, the motivation and implication of top management, the process approach and continual improvement. Using ISO 9001:2008 helps ensure that customers get consistent, good quality products and services, which in turn brings many business benefits.

For all the info you could ever dream about.. Go to: <http://www.iso.org/iso/home.htm>