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# ISO 9001 Quality Management

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Delight your customers  
and boost business

## Certification from ISOQAR India

- UKAS accredited
- Internationally recognised
- No hidden fees
- Expert support
- Inspirational training



More than one million of the world's best organisations use the ISO 9001 Quality Management System. Being certified to this standard shows that you are an ambitious business with a commitment to quality.

ISO 9001 provides a management framework to improve business practices and helps you to provide services and products that meet - and possibly exceed - your customers' expectations.

Being ISO 9001 certified demonstrates to potential customers that you are compliant with proven international business practices and helps get you on 'preferred supplier' lists. It's often a mandatory requirement when tendering for new business, especially when bidding for work with larger organisations or the public sector.

And the benefits run much deeper than winning new business. A Quality Management System (QMS) goes right to the heart of an organisation and positively impacts on every aspect of operations - cutting waste and costs, improving morale and efficiency.

Ultimately, ISO 9001 certification is for all ambitious organisations that take quality and business success seriously.

If you think that implementing a QMS is all about procedures and paperwork - think again. The 2015 version of the standard is more flexible and focused on outcomes rather than procedures. So getting ISO 9001 certification may be less work than you think.

## Reasons to get ISO 9001

Any organisation can benefit from an ISO 9001 certified Quality Management System.

- **Win new business** – ISO 9001 provides assurance that you are capable of delivering quality and are committed to customers, helping you to achieve 'preferred supplier' status and win more tenders.
- **Repeat custom** – An effective QMS provides a framework for high standards and can result in fewer returns and complaints, meaning your customers are happier and more likely to stay with you.
- **Enhance your brand** – Certification puts you in an elite group and is a powerful tool for marketing and recruitment.
- **Improve morale** – A key part of ISO 9001 involves improving employee engagement through better defining their roles and responsibilities and encouraging communications.
- **Cost savings** – ISO 9001 provides a framework to streamline business processes, reducing waste through a 'right first time' approach and resulting in improved efficiency and profitability.
- **Become a better manager** – An ISO 9001 certified QMS helps organise processes, making management easier and more effective.
- **Change management** – The continual improvement of processes is integral to a QMS and helps you respond effectively to the ever-changing needs of business and your customers.

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## What the ISOQAR India expert says

“Every day, ISOQAR auditors see dozens of businesses who wouldn't be as successful as they are without ISO 9001. What most organisations come to realise is that it's not just about getting a certificate on the wall - there are real internal benefits that make work more enjoyable and productive. It's also much easier to implement now than it was!”

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