



ISO 9001

Quality Management Systems

ISO 9001 is an internationally recognised Quality Management System standard that promotes customer satisfaction through continual improvement of your system's effectiveness.

Independent assessment and certification of your Quality Management System by DNV provides assurance to the market that you work to apply an effective quality management system in your organisation.

What is the ISO 9001 standard?

- ISO 9001 provides a model for a Quality Management System which focuses on the effectiveness of the processes in a business to achieve desired results.
- The standard promotes the adoption of a process approach emphasising the requirements, added value, process performance and effectiveness, and continual improvement through objective measurements.

- Previous versions of ISO 9001 were tailored to the manufacturing industries and called for extensive system documentation. The current version is more generic and applies equally well to all organisation, regardless of type, size, and product provided.

Why is quality management system certification good for my business?

Certification to ISO 9001 demonstrates to potential customers your organisation's ability to meet their requirements and needs. This results in:

- Enhanced customer confidence and satisfaction, which in turn can lead to increased business.
- A significant competitive advantage because more and more companies require management system certification from suppliers and sub-contractors in order to conduct business with them.

An ISO 9001 certificate proves that the Quality Management System of your company has been measured against the standard and found compliant. Issued by a third party certification body, the certificate demonstrates your commitment to quality management and customer satisfaction.

ISO 9001 is not designed to tell you how to run your business, but rather to allow you to be compliant in a way that best suits how you run your business processes. The standard helps you to promote an internal culture of continual improvement.

ISO 9001 is particularly strong on seeking to reduce errors, both in preventing mistakes recurring and by identifying potential mistakes before they occur. This reduction in errors brings associated benefits in terms of cost savings.

How can I prepare for certification?

It is important that you and your company are positive, committed, and set clear targets for implementation and assessment. This includes:

- Identifying customer requirements.
- Identifying applicable legal requirements.
- Establishing objectives, goals, and improvement programmes.

Before certification starts your company must demonstrate having performed internal audits and management reviews as part of the quality management system implementation.

Risk Based Certification™ – tailored to your company's unique needs

DNV's Risk Based Certification methodology aims to provide more value to you and your company through focused audits. We start by asking you to tell us what your most significant quality management risks are. Then, after discussions to agree on certain focus areas, we tailor the audit to address especially these identified processes. This is vital in assisting your company to identify key improvement areas.

By providing focused and structured information to top management on the organisation's ability to meet objectives, we offer more value than any other certification body.