



ISO 9001

QUALITY MANAGEMENT SYSTEM

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Following considerable publicity over the last few years, most companies are now aware that the badge of quality approval enhances their image in the business community and with prospective customers. Demonstrating that a company has a quality culture to supply conforming products and services is an important management challenge. It is needless to say that an effective ISO 9001 Quality Management System can improve customer satisfaction, business efficiency and achieve considerable cost savings, whilst positively enhancing your company image.

WHAT IS ISO 9001 STANDARD

The ISO 9001:2008 standard offers a quality management system (QMS) model for obtaining and meeting customer requirements and enhancing its satisfaction. It is general and appropriate for all types of organisations. Therefore, organisations from both the public and private sectors, including non-governmental organisations can benefit from the ISO 9001 quality management system model; despite being small, medium or large organisations. The instant benefit that can be realised from the implementation of ISO 9001 is the combined alignment of the activities of internal processes that are focused towards the improvement of customer satisfaction which will result in many other reimbursements, whether internal or external. The magnitude of these benefits is determined by how effective the processes are in achieving these targets.

PRINCIPLES OF ISO 9001 STANDARD

The new standard is process model based and has been developed using a core set of eight quality management principles defined in ISO 9001:2008, Quality Management Systems Fundamentals and Vocabulary, and in ISO 9004:2008, Quality Management Systems Guidelines for Performance Improvements. They are:

Customer focus: An organisation depends on its customers and should therefore understand current and future customer needs, meet customer requirements and strive to exceed customer expectations.

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

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

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

System approach to management: Identifying, understanding and managing a system of interrelated processes as a system contribute to an organisation's effectiveness and efficiency in achieving its objectives.

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

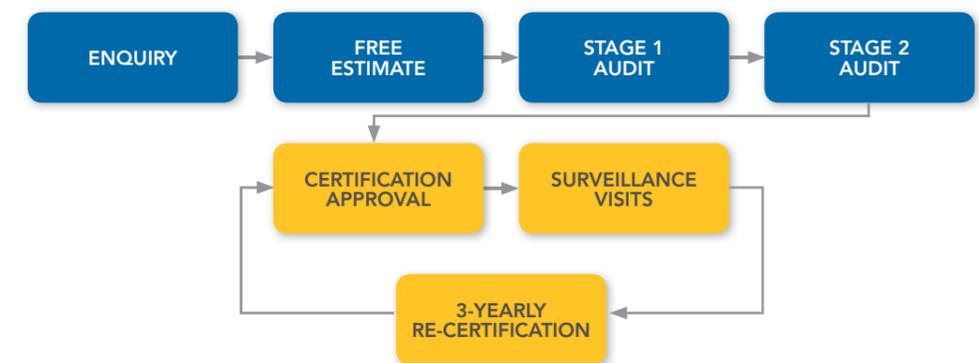
Factual approach to decision making: Effective decisions are based on the analysis of data and information.

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

BENEFITS OF ISO 9001 STANDARD

- Improve business performance and enhance business competence
- Attract investment and improve brand reputation
- Encourage internal communication and raise morale
- Increase customer satisfaction
- Strengthen effectiveness and efficiency
- Enhance internal effectiveness and improve productivity performance through elimination of unnecessary costs

YOUR ROUTE TO CERTIFICATION



SERVICE TAILORED TO YOUR BUSINESS

At DAS, we provide a certification service to satisfy your business by:

- Programming audit dates to suit your business requirements;
- Matching auditor skills to your company, products, processes and services;
- Utilising our own independently certified Quality Management System Auditors and Technical Specialists;
- Applying an open-book approach to auditing; and
- Identifying the areas within the Quality System that add most value to your organisation.

WHY DAS ?

At DAS, we believe in certification service with a partnership approach. Building and sustaining a positive and supportive relationship with our clients is at the heart of our working principle.

With a team of highly competent auditors, we provide the confidence that organisations are seeking, implementing a framework by taking a systematic approach to manage their business processes while meeting customer and regulatory requirements.

“...can improve customer satisfaction, business efficiency and achieve considerable cost savings...”