

# ISO 9001 QMS THIRD PARTY CERTIFICATION SCHEME

## WHAT IS ISO 9001?

### Quality Management System

A quality management system is a management system that focuses on driving and improving product quality and customer satisfaction through identifying and satisfying customer and other requirements. ISO 9001 requires organization to establish quality policy and objectives, determine process requirements, establish operational controls, tracking performance through monitoring and measurement, implement corrective action and conducting management review. In essence, it consists of the following clauses,

Clause 4	Quality management system
Clause 5	Management responsibility
Clause 6	Resource management
Clause 7	Product realization
Clause 8	Measurement, analysis and improvement

### Compatibility

Based on the Deming PDCA (Plan-do-check-act) cycle, ISO 9001 has the same basic structure as other international management system standards such as ISO 14001 or OHSAS 18001. It offers a common framework for integrating different management systems.

### WHY IS IT RELEVANT?

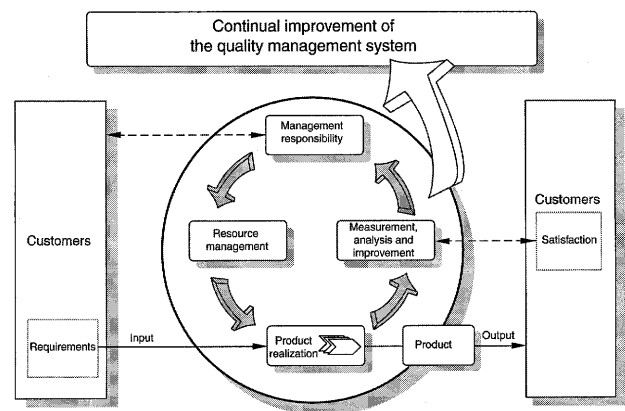
ISO 9001 is a requirement standard which means organizations can be certified to it. It is generic in nature and is applicable to organizations of various sizes and background.

897,866 ISO 9001 certificates have been awarded in 170 countries by end 2006.

### Benefits

Apart from enhancement in creditability through third party certification, an effective ISO 9001 management system shall deliver the following inherent benefits,

- Sustainable quality performance and improved customer satisfaction
- Platform for process and management control and improvement
- Reduction in waste and cost
- Improved staff motivation and quality consciousness
- Facilitate staff induction and training



**ISO 9001 Process Model**

### HOW SHOULD WE PROCEED?

In order to capitalize the full offer of ISO 9001, organizations shall acquire an accurate understanding of the requirements and the intent of the standard. Perform a gap analysis to determine the status of the organization compared to the certification requirements. From top management to front line staff, all levels of staff shall acquire an appropriate level of understanding of the standard. Top management commitment is a critical success factor. Work on a realistic plan and not the least, ensure a strong buy-in.

i-VAC Certification offers a full range of improvement based ISO 9001 training courses and certification services to address your needs. Contact us at [care@i-vac.com](mailto:care@i-vac.com).

