



Quality Management

BSI helps raise quality standards by providing assurance, assessment, certification and training services for ISO 9001:2008

“We definitely feel that BSI registration to ISO 9001 was the right choice for us. The ongoing assessments kept us on our toes. It’s like a partnership. We benefit from their observations but at the same time they often learn from our way of doing things, which can then be passed on to others.”

* Source: BSI case study

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Overview

Every smart business wants to improve the way it works. For you, that could mean many things – increasing market share, driving down costs, managing risk more effectively or a combination of several factors. But how do you go about managing that change?

For over 750,000 organizations in 161 countries around the world, ISO 9001 is the answer. It sets the standard not just for quality management systems in particular, but management systems in general.

By far the world’s most established quality framework is ISO 9001:2008, which sets

the standard not only for Quality Management Systems, but management systems in general. ISO 9001:2008 is helping all kinds of organizations to succeed through improved customer satisfaction and staff motivation.

Who is it for?

ISO 9001:2008 is appropriate for any organization, regardless of size or sector, looking to improve the way it’s operated and managed. However, the best returns on investment derive from companies prepared to implement the standard throughout their organization rather than particular sites, departments or divisions.

64% of BSI customers have been able to sell to new customers or retain existing ones as a result of being certified to ISO 9001 with BSI.

bsi.

...making excellence a habit.™

ISO 9001:2008 Quality Management

Features and Benefits

Establishes competitive advantage

ISO 9001:2008 should be top management led, which ensures that senior management take a strategic approach to their business operations. ISO 9001:2008 helps your managers raise the organization's performance above and beyond those competitors who are not using the system.

Improves business performance and manages business risk

Our auditing and certification process ensures that the business objectives constantly feed into your processes and working practices, helping you to maximize your assets. Certification also makes it easier to measure performance and better manage business risks.

Attracts investment, enhances brand reputation and removes barriers to trade

Certification to ISO 9001:2008 will boost your organization's brand reputation and can be a useful promotional tool. It sends a clear

message to all stakeholders that this is a company committed to high standards and continual improvement

Streamlines operations and reduces waste

The audit of your quality management system focuses on operating processes. This encourages organizations to improve the quality of products and the service provided, and helps to reduce waste, rejections and customer complaints.

Encourages internal communication and raises morale

ISO 9001:2008 ensures that employees feel more involved through improved communication. Continual assessment visits can highlight any skill shortages sooner and uncover any teamwork issues.

Increases customer satisfaction

The 'Plan, Do, Check, Act' structure of ISO 9001:2008 ensures that the needs of the customer are always being considered and met.

How can we help?

We are an accredited certification body, which ensures that we look at your management system from an independent angle. Our highly trained Client Managers will use their industry knowledge to help you get the best out of ISO 9001:2008. ISO 9001:2008 is one member of a family of standards. We can help strengthen your organization by presenting distinctive methods of how to use the standards and how they can benefit your organization. Below is a list of the various ISO 9001 family of standards.

- **ISO 9000:2005– Fundamentals and vocabulary**

Introduces the user to the concepts behind the management systems and specifies the terminology used.

- **ISO 9001:2008- Requirements**

This sets out the criteria you will need to meet if you wish to operate in accordance with the standard and gain certification.

- **Assessment and certification**

We are an accredited body, which ensures that we look at your management system from an independent angle. Our highly trained Client Managers will use their industry knowledge to help you get the best out of ISO 9001:2008.

- **ISO 9004:2008 – Guidelines for performance improvement**

This is designed to take you beyond ISO 9001:2000 and considers the needs of all stakeholders, not just customers.

- **Training**

From a one-day introductory course to implementation training or lead auditor

courses, our network of public and onsite training can help you at every stage of the process. You may visit: www.bsigroup.ae/qualitytraining

Standards and publications

We offer a wide range of quality management documents and support publications to help you through certification and beyond. You can purchase them directly from BSI

Entropy Software

BSI's web-based management system software solution is used by leading organisations at over 14,000 sites around the world to improve their business performance and manage their risks. For further information please visit <http://www.bsigroup.ae/Entropy>

BSI SERVICES SUMMARY

- Information and guidance
- Standards and publications
- Customer events
- Training – understanding, implementation, auditor
- Management systems – gap analysis, second party audits, audit, certification, surveillance audits
- Business improvement tools
- Entropy® Software solution

For further information on BSI's Quality Management System service more visit www.bsigroup.ae/quality



Contact us to find out how BSI can help your business make excellence a habit



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The BSI certification mark may be used on your stationery, literature and vehicles when you have successfully achieved certification and conform with applicable guidelines. The mark shall never be applied directly on the product or service.