

# QUALITY MANAGEMENT

BSI can help your organization increase profits and market access, as well as enhance your reputation with its standards-based solutions and assurance services.

## Overview

Every organization would like to improve their operating performance. Whether that means increasing market share, driving down costs, managing risk more effectively or improving customer satisfaction. Quality Management Systems establish a framework to monitor and improve performance in any area you choose.

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, efficiency, 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.

## 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 about your company's commitment to high standards and continual improvement.

### Saves you money

Evidence shows added financial benefits for companies who have invested in and certified their quality management systems to ISO 9001:2008. Gains include, but are not limited to: operational efficiencies, increased sales, higher return on assets, and greater profitability.

### 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. Surveillance audits can quickly highlight any skill shortages and uncover any teamwork issues.

### Increases customer satisfaction

The "Plan, Do, Check, Act" structure of ISO 9001:2008 ensures that the needs of your customers 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 or gain certification.

- **ISO 9004:2009 Managing for the sustained success of an organization - A quality management approach**

Encourages organizations to look beyond their conventional management systems by asking them to have controls in place to ensure the sustained success of their organization.

- **Audit and certification**

Our range of services can help you implement, manage, and continually improve your quality systems throughout your organization.

### Training

From a one-day introductory course to lead auditor courses, our network of public and on-site training can help you at every stage of the process. For more information, you may visit:

[www.bsigroup.ca/qualitytraining](http://www.bsigroup.ca/qualitytraining)

### 4-Day Lead Auditor Course - TPECS Modular Training

We are a RABQSA Certified TPECS Provider for the ISO 9001 (IT, AU, TL) Competency Unit. TPECS is focused on competency and allows more flexibility on content and duration. It is designed to reflect innovative learning and assessment practices, as well as demonstrate that students achieve the level of knowledge needed for RABQSA personnel certification.

[www.bsigroup.ca/tpecs](http://www.bsigroup.ca/tpecs)

### Standards and publications

We offer a wide range of guidance documents, CD-Roms and DVDs regarding the ISO 9001:2008 implementation and certification process. These can be purchased online at:

[www.bsigroup.ca/quality](http://www.bsigroup.ca/quality)

### Next steps

Contact us about your needs and we will arrange the services that suit you best.

There are a number of ways to move towards ISO 9001:2008 certification. Whether you want to know how close you are to meeting the requirements of the standard, or you are looking to integrate two or more existing management systems, we have a number of solutions to help you at every step of the way towards achieving your goals. For more information on these and any of our services, please contact us.

**For the latest information on BSI's Quality Management System services, visit:**  
[www.bsigroup.ca/quality](http://www.bsigroup.ca/quality)

## 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 quality management



For more information call 1 800 862 6752  
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The mark shall never be applied directly on the product or service.

