ISO 9001

QUALITY MANAGEMENT SYSTEMS – REQUIREMENTS

SGS

Why ISO 9001?

ISO 9001 certification helps any organization develop a quality management system (QMS) to continuously improve performance, as well as demonstrate consistently high-quality products and services.

What is ISO 9001?

ISO 9001 documents the processes, procedures and responsibilities for achieving quality policies and objectives. It defines how you must operate to meet customer and stakeholder requirements, based on seven management principles:

- Customer focus
- Leadership
- Engagement of people
- Process approach
- Improvement
- Relationship management
- Evidence-based decision-making

Key benefits

Certification follows successful completion of an audit and enables you to:

| Operate more efficiently and save money | Meet statutory and regulatory requirements | Reach new markets | Identify and address risks | Increase customer satisfaction and loyalty |

Align with the UN Sustainable Development Goals

Implementing ISO 9001 can contribute to:

1 NO POVERTY
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
12 RESPONSIBLE CONSUMPTION AND PRODUCTION
14 LIFE BELOW WATER

Homing in on critical areas

ISO 9001 needs to work for you, so you can achieve the best results. From identifying and monitoring issues to prioritizing leadership, ISO 9001 has several key requirements to fulfill.

Key requirement areas

External and internal issues
ISO 9001 requires you to identify every relevant issue that can help the QMS achieve its intended outcomes.

Leadership over management
Your managers must directly own the process and ensure that the QMS is achieving its intended results and driving continual improvement.

Organizational planning
You need to identify the risks and opportunities that could positively or negatively impact QMS operation and performance.

Evaluation of resources
You must consider the internal and external resource requirements and capabilities to implement, maintain and improve the QMS.

Open communication with customers
Where relevant, you need to communicate with customers over the treatment of their property and specific requirements for contingency actions.

'What', 'how' and 'when' of monitoring and measurement
You must monitor information on how much their needs and expectations have been met.

Improvement
You need to address the 'consequences' of nonconformities. This recognizes that not all processes/activities have the same risk to you meeting objectives.

Cutting to the core

ISO 9001 contains several core concepts that, if implemented correctly, can help to enhance your organization.

Some core concepts

- The context of your organization
- Interested parties
- Risk-based thinking
- Leadership
- Organizational knowledge

- Documented information
- Operational planning and control
- Performance evaluation
- Improvement
- Nonconformity and corrective action

Implementing ISO 9001

It is essential that ISO 9001 is implemented correctly to reap all of the rewards. We can support you to implement the standard through our Implementation Training Course.

Key implementation considerations

Ensure senior management support and commitment

Engage the entire organization through internal communications

Compare your existing systems with the new requirements

Obtain worker, customer and supplier feedback on current systems

Create an implementation team

Define roles, responsibilities and schedules

Start with the basic principles

Use training and incentives to encourage employee involvement

Share knowledge on the standard and consider internal auditor training

Regularly review the system to ensure continual improvement

Why our
ISO 9001 services?

With expertise in all major industries, we understand each sector's pain points and have the technical skills and logistical capabilities to ensure realistic outcomes.

What we offer

An audit against ISO 9001 from SGS will help your organization to stand out from the crowd by supporting you to develop and improve performance.

In addition, we offer a range of complementary services:

ISO 9001 Training Courses

ISO 9001 Gap Assessment

To assess readiness for certification

Integrated Management Systems Certification

Audit solutions against bespoke quality performance criteria

With a global presence, we have a history of successfully executing large-scale, complex international projects. We speak the language, understand local markets and operate consistently, reliably and effectively globally.

About SGS

1878
SGS is founded

Mid-20th Century
Diversified into inspection,
testing and verification services

1981
Listed on the Swiss
Stock Exchange

Today
140+ years
in business

NO. 1
World Leader

93K
Employees

2,600
Offices

11
Global Industries

About SGS

SGS is the world's leading inspection, verification, testing and certification company. SGS is recognized as the global benchmark for quality and integrity. With more than 93,000 employees, SGS operates a network of over 2,600 offices and laboratories around the world. Enhancing products, processes, systems and skills is fundamental to your ongoing success and sustained growth. We enable you to continuously improve, transforming your products, services and value chain by increasing performance, managing risks, better meeting stakeholder requirements, and managing sustainability. With a global presence, we have a history of successfully executing large-scale, complex international projects. Our people speak the language, understand the culture of the local market and operate globally in a consistent, reliable and effective manner.

WWW.SGS.COM

SGS Headquarters
1 Place des Alpes
P.O. Box 2152
1211 Geneva 1
Switzerland

WHEN YOU NEED TO BE SURE

SGS