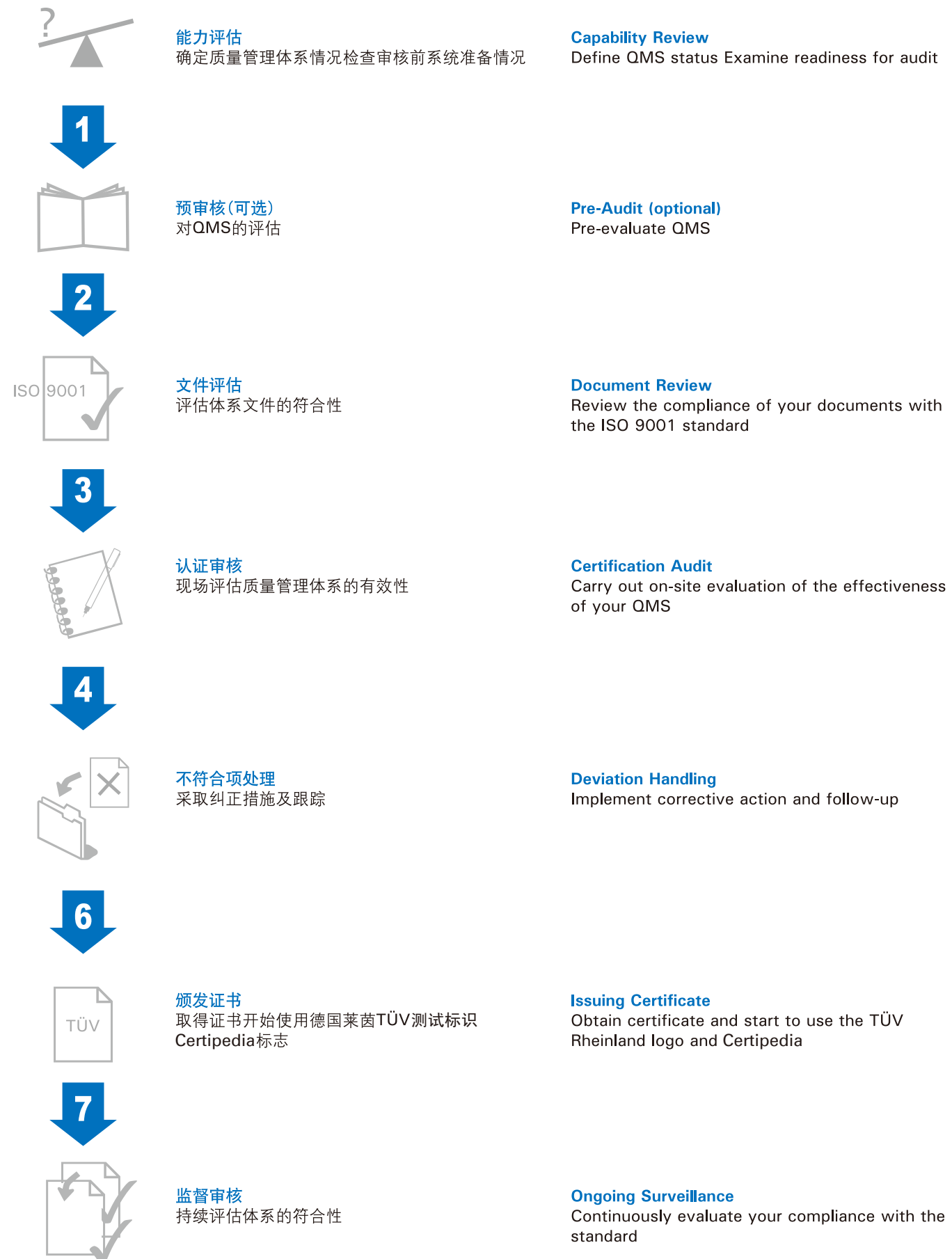


获得德国莱茵TÜV集团证书的7大步骤

Pursuing the Optimal Course - 7 Steps to TÜV Rheinland Certification



SYSTEMS



品质无国界—ISO 9001质量管理体系

Quality without Boundaries - ISO 9001 Quality Management System



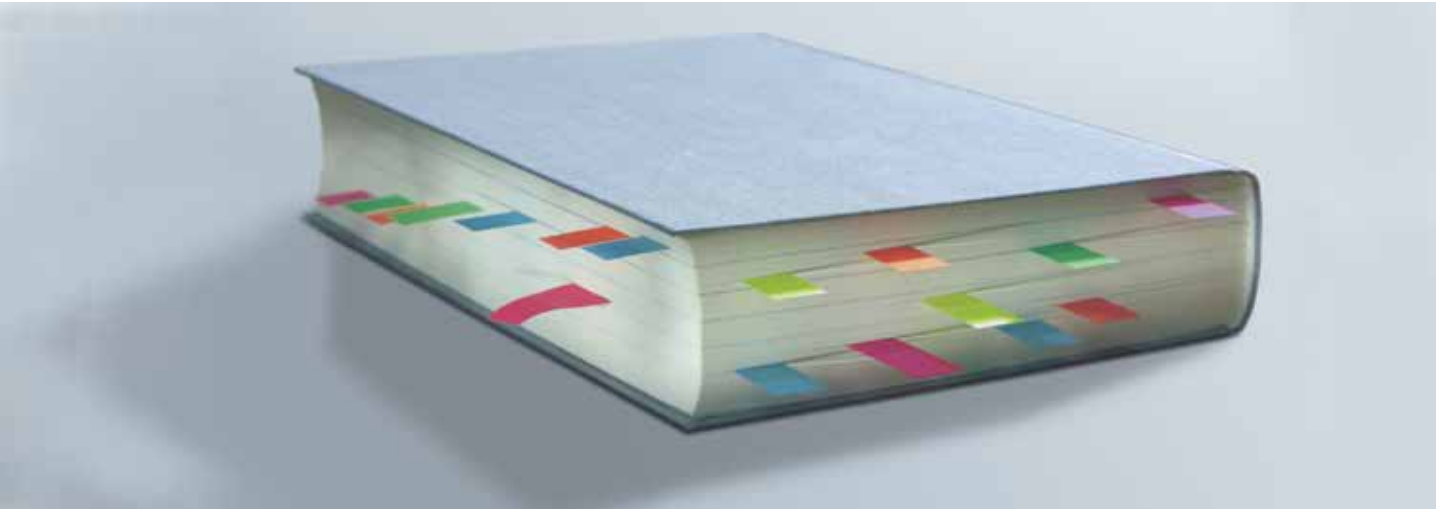
德国莱茵TÜV大中华区
TÜV Rheinland Greater China
服务热线 Hotline
4008831300/8009993668
+852 21921022 (中国香港 Hongkong)

service-gc@tuv.com
www.tuv.com

*TÜV, TÜEV and TUV are registered brand marks. Any use and application requires prior approval. S1 ISB007ZhenGC13031.0

www.tuv.com





为什么要采用ISO 9001?

随着竞争与市场日趋复杂，任何行业都存在许多的理解错误。而一个能为各行业乃至各国所了解，并能使产品质量具有可比性的系统，则成为许多决策的有效基础。一个能够清楚表述绩效和质量的人将会占尽先机。这就是ISO 9001的作用。ISO 9001是一个国际认可的质量管理体系。它不仅可以增强企业竞争优势，而且可使企业适应国际市场的发展。

什么是ISO 9001?

ISO 9001在ISO各标准中应用最为广泛。ISO 9001管理体系可以有效帮助企业运作，这一点在各行业中已达成共识。此国际标准对质量管理体系的详细要求为：

1. 组织应确保其有能力向客户提供始终如一的产品，满足能适用于客户的管理体系需求
2. 通过有效的申请制度,提高客户满意度。

为什么要采用ISO 9001?

从最初联系客户至产品实现或提供最终服务，包括售后服务，客户满意是质量体系的最终目标。各企业都清楚根据ISO 9001质量体系采取纠正预防措施、鼓励持续改进、关注管理系统及文件化，将有助于提高产品质量，提高企业声誉，从而增加企业利润。ISO 9001采用PDCA过程，向企业提供管理工具，改善企业绩效（通过设定方针及目标、监视与测量过程及产品特性，制定纠正预防措施以及鼓励持续改进）。

采用ISO 9001的好处:

- 国际经验表明满足标准的公司，其企业利益能得到明显增加：
- 实现客户满意
 - 提高效率与生产率（将损失成本降至最低，优化过程顺序）
 - 将产品责任风险降至最低
 - 减少检查，检测成本
 - 减少因沟通不足及生产失误而造成的成本
 - 保持服务或产品性能的持续性
 - 失误与投诉减少，调动员工积极性
 - 清晰地设定过程，使其透明化
 - 促进过程与组织结构的持续改善
 - 识别及减少弱点
 - 国际认可的证书可提高企业竞争力

为什么要选择德国莱茵TÜV集团?

优秀的服务源于：我们提供的另外一项服务即所有获得德国莱茵TÜV集团认证的企业均列在Certipedia在线证书查询系统。该数据库可以在全球范围内为您企业及产品做宣传，各采购商及消费者皆能在此平台上查悉证书的有效性，并寻找新的业务合作伙伴。

广泛的配套服务

德国莱茵TÜV集团不仅提供ISO 9001认证，还提供一套范围广泛的管理体系、产品测试及培训服务。我们能将不同的标准要求如ISO 14000、TS 16949及OHSAS的审核整合，这将极大地提高审核的效率。为帮助您的产品安全符合有关法律要求，我们提供产品测试及国际合规服务。为了提高您的员工技术水平，我们的学术部还准备了多种多样的培训课程。这样也减少您因处理不同服务需求所带来的麻烦。

Competition and markets are now more complex than ever, and misunderstandings are numerous, regardless of the business sector concerned. An orientation system that is understood across all sectors and countries and that makes quality comparable is a helpful basis for many decisions. Anyone who clearly communicates performance and quality gains all of these advantages. This is precisely where ISO 9001 comes in, as it is an internationally recognised quality management system that not only provides companies with a significant competitive advantage, but also with the basis for universal and market-orientated corporate development.

What is ISO 9001?

ISO 9001 has become the most popular of all the ISO standards. Enterprises from all industry sectors understand that an ISO 9001-based management system effectively supports their operations. This International Standard specifies requirements for a quality management system.

1. organization demonstrate its ability to consistently provide product that meets customer and applicable regulatory requirements .
2. Aims to enhance customer satisfaction through the effective application of the system

Why ISO 9001?

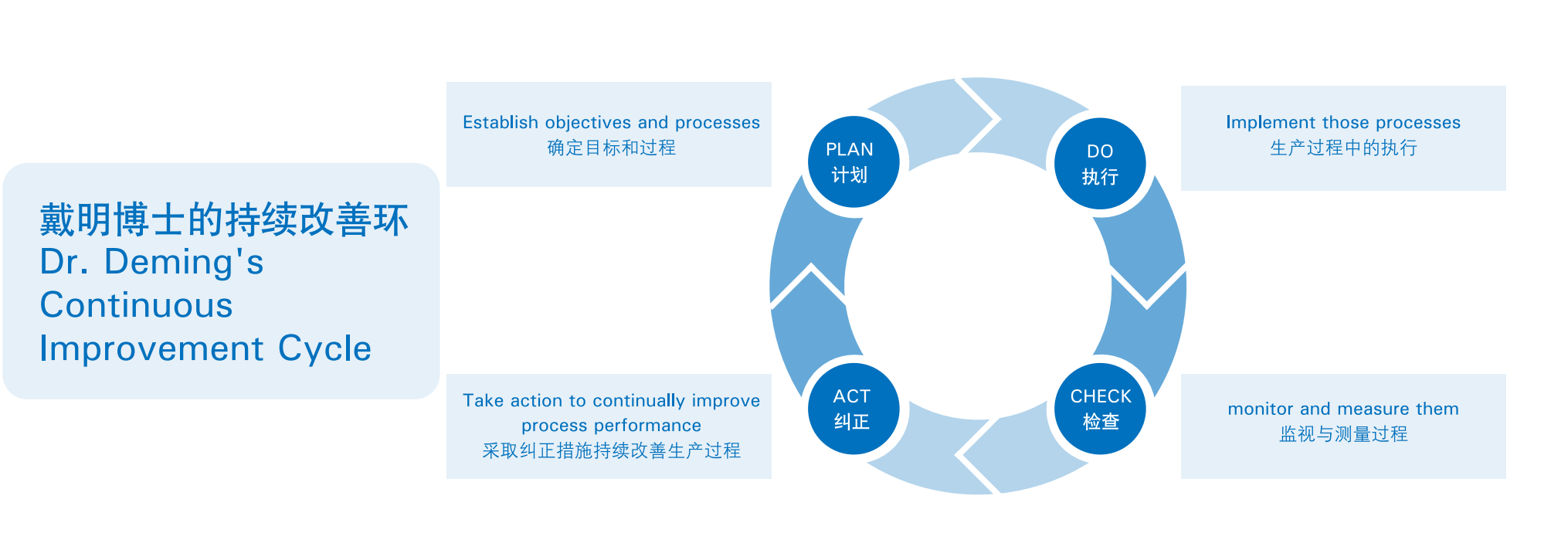
Customer satisfaction, from the first contact until the final product or service is supplied, including after-sales service, is the ultimate objective – a total quality system.

Enterprises from all industry sectors understand that the implementation of a quality system according to ISO 9001 will contribute to improved quality performance, a better reputation and more profit by specifying corrective and preventive actions, encouraging continuous improvement and focusing on management systems and documentation that prove the effectiveness of these systems.

With the Plan-Do-Check-Act (PDCA) approach, ISO 9001 provides enterprises with the management tools needed to improve their business performance (by defining policies and objectives, monitoring and measuring process and product characteristics, specifying corrective and preventive actions, and encouraging continuous improvement).

What are the Benefits of ISO 9001?

- International experience shows that significant business benefits are accrued by companies that comply with this standard.
- Complete customer satisfaction
 - Efficiency and productivity (thus minimising defect costs and optimising process sequences)
 - Minimisation of risks in product liability
 - Reduced inspection and testing costs
 - Reduced costs through fewer communication and manufacturing errors
 - Consistency of service or product performance
 - Employee motivation due to fewer errors and complaints
 - Transparency through clearly defined processes
 - Continuous process and structural improvements
 - Identification and minimisation of weaknesses
 - Competitive edge through an internationally recognised certificate



为什么要选择德国莱茵TÜV集团?

优秀的服务源于：我们提供的另外一项服务即所有获得德国莱茵TÜV集团认证的企业均列在Certipedia在线证书查询系统。该数据库可以在全球范围内为您企业及产品做宣传，各采购商及消费者皆能在此平台上查悉证书的有效性，并寻找新的业务合作伙伴。

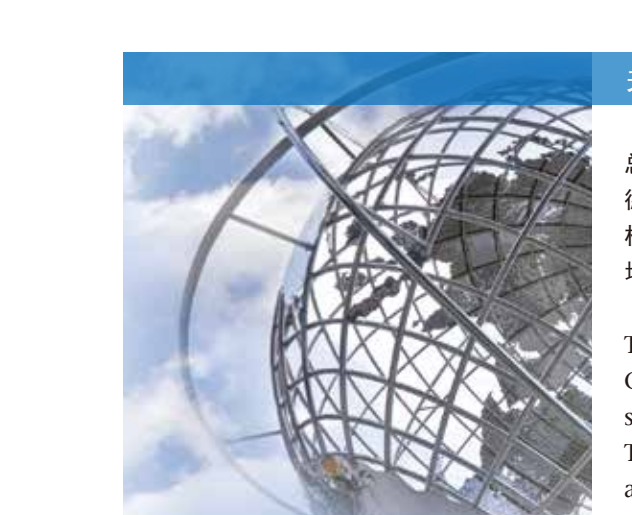
德国莱茵TÜV集团颁发的ISO 9001证书在全球随处可见。通过我们专业审核员提供的增值审核服务，您可以提高过程效率，确保持续地向您的客户提供优质的产品及服务。您可以随时询问我们的专家，他们将凭借其丰富的经验及综合技术知识，帮助您企业通过运用标准达到最佳效果。

Why the TÜV Rheinland Group?

Quality Services from One Provider

Internationally recognised certification Certification according to ISO 9001 is offered by many companies, not all of which are equally proficient. You should always choose a certification body that has sufficient experience and a good reputation. Your customers will attach importance to the fact that your certificate originates from a competent and internationally recognised certification body, and this may give you an edge over your competitors.

The TÜV Rheinland ISO 9001 certificate is well received around the world. With the value-added audit that is provided by our professional auditors, you can improve the efficiency of your processes and consistently deliver quality products and services to your customers. Our experts are at your disposal at all times with their many years of experience and their comprehensive know-how to help your company achieve optimal results by applying the standard.



为什么要选择德国莱茵TÜV集团?

优秀的服务源于：我们提供的另外一项服务即所有获得德国莱茵TÜV集团认证的企业均列在Certipedia在线证书查询系统。该数据库可以在全球范围内为您企业及产品做宣传，各采购商及消费者皆能在此平台上查悉证书的有效性，并寻找新的业务合作伙伴。

Certipedia证书注册

Another of our valuable services is the Certipedia online certificate database, which all of the companies we have certified are listed. This database promotes your company and products worldwide, and it is used by purchasers and consumers to verify the validity of certificates and to find certified companies as new business partners.

Certipedia certificate register

The TÜV Rheinland Group not only offers ISO 9001 certification, but also a very broad range of services for management systems, product safety and training. We can perform audits that integrate the requirements of different standards, such as ISO 14000, TS 16949 and OHSAS, which is more efficient than performing separate audits. To help you fulfil the legal requirements of product safety, we also offer product testing and international approval services, and our academy is ready to improve the know-how of your staff via a variety of training courses. We save you the hassle of dealing with different service providers for your different needs.



关于德国莱茵TÜV集团

关于德国莱茵TÜV集团

总部位于德国科隆的德国莱茵TÜV集团拥有140多年的经验。德国莱茵TÜV集团是国际上领先的技术服务供应商，它在全球65个国家设有500家分支机构，拥有超过17,000名员工，服务涵盖工业服务、交通服务、产品服务、生命科学、培训与咨询服务以及体系认证服务。

TÜV Rheinland Group has more than 140 years of experience and is headquartered in Cologne. TÜV Rheinland Group is a leading group for the provision of technical services worldwide. It has 500 locations in 65 countries with a workforce of over 17,000. The business scope covers Industrial Services, Mobility, Products, Life Care, Training and Consulting, Systems.