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Questions and Answers on Quality Management according to ISO 9001

Our experts have answered the most frequently asked questions for you. Would you like to know more?

Get in touch with our experts!

1. WHAT ARE THE GOALS OF A QUALITY MANAGEMENT SYSTEM?

With a quality management system (QM system), the management of a company strives to achieve the following goals through systematic action in all areas of the company:

- The ability of the product and services to meet customer expectations can be understood and evaluated on a continual basis
- The effectiveness of systematic action can be measured on a regular basis.
- The quality of the products or services related to customer needs can be continuously improved.

2. WHAT VALUE DOES A QM SYSTEM ADD?

A QM system aims at improving quality. The primary objective is to improve product and service quality as well as customer satisfaction. A quality management system ultimately influences the maintenance and expansion of the customer base and thus the financial performance of the company. With the ISO 9001 standard you can establish processes that define how your organization is going to operate and address a dynamic business environment.

3. CAN A COMPANY ACTUALLY BECOME EFFICIENT USING ISO 9001 CERTIFICATION?

ISO 9001 Certification is the confirmation by an independent third party that a functional QM system is being used. In theory, an increase in efficiency cannot be achieved by just an examination and subsequent confirmation. In practice this is quite different. The system is often more conscientiously and more stringently applied and adhered to than it would be the case without the regular verifications of certification.

4. WHAT ARE THE GOALS OF A QUALITY MANAGEMENT SYSTEM?

The positive effects that are valued by a certified QM system according to ISO 9001 are usually:

- Clear responsibilities.
- Better-understood processes that are generally better implemented.
- Greater confidence in management.
- Better relationships with suppliers.
- Better understanding of customers' needs.
- Improved starting position vis-a-vis banks and insurance companies.
- Advantage when orders are awarded, e.g. in the case of public tenders.

5. WHAT ARE THE REQUIREMENTS FOR IMPLEMENTING A QM SYSTEM AND TO HAVE IT CERTIFIED?

Prerequisites for implementing a QM system are:

- The will to systematically act.
- The will to lead transparently.

Prerequisites for the certification of an ISO 9001 quality management system are:

- Understanding of ISO 9001.
- The willingness to explain (especially to document) the system.
- The willingness to explain (especially to document) activities.

6. CAN THE ISO 9001 CERTIFICATION BE COMBINED WITH OTHER CERTIFICATIONS?

ISO 9001 is a sector-neutral standard and therefore suitable for the certification of quality management systems of all companies. Audits according to ISO 9001 can be combined with other industry-specific audits for quality management systems as well as other management systems. Take advantage of a combined certification!

Combined certifications of ISO 9001 are usually combined with the following certifications (a selection):

Quality standard ISO / TS 16949 for the automotive industry, the standards EMAS and ISO 14001 for environmental management and the ISO 50001 for energy management. Furthermore, a combination with an AZAV certification is also conceivable for institutions concerned with training and further education. An ISO 29990 certified quality management system for learning service providers can also benefit from an ISO 9001 certification.

7. WHAT EXACTLY IS THE CERTIFICATION PROCESS IN ACCORDANCE WITH ISO 9001?

1. Preliminary audit (optional)

The auditors conduct a preliminary assessment. In doing so, they determine which requirements of the ISO 9001 standard, if any, have already been implemented in your company.

2. Gap analysis (optional)

A Gap analysis is recommended for companies certified according to ISO 9001:2008 in order for them to convert to ISO 9001:2015. The analysis helps you to confirm the conformity of already implemented procedures as well as to recognize systems, processes and documentations that need improvement.

3. Certification audit

The certification process occurs in two stages. The audit team checks, among other things, whether your quality management system already meets the requirements of the ISO 9001 standard. Then you have to demonstrate the practical application and effectiveness of your quality management system.

4. Issuing the certificate

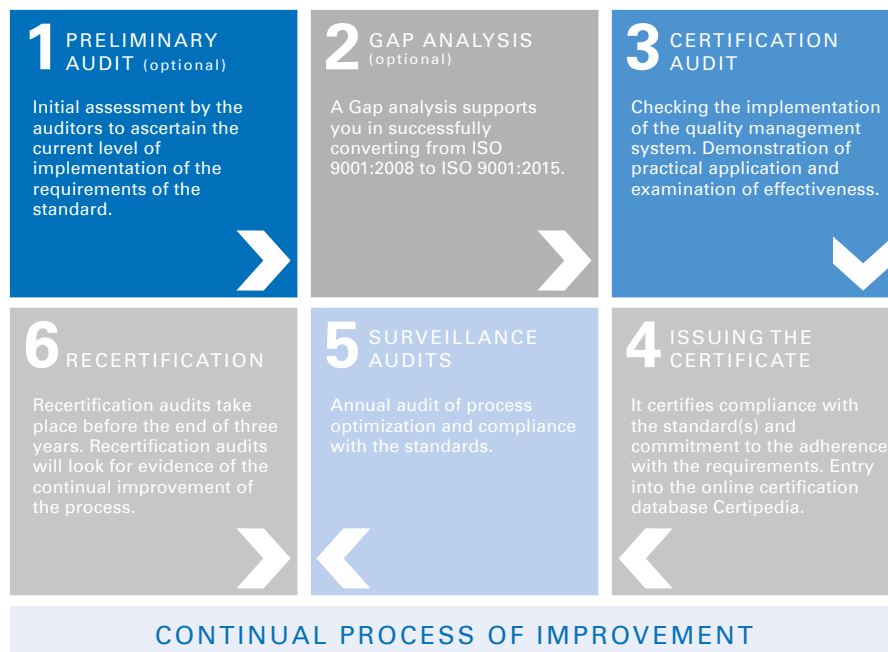
After successful certification, your company will receive the certificate for a quality management system that complies with ISO 9001. It certifies compliance with the standard(s) and commitment to the adherence with the requirements. In addition, your company will be entered into our online certificate database, Certipedia, and you can advertise the certification of your quality management system with the TÜV Rheinland seal. More information in "Advertise with TÜV Rheinland".

5. Surveillance audits

Within the framework of annual surveillance audits, we will check the continuous optimization of the processes and ascertain whether your company has maintained its compliance with the standard.

6. Recertification

By recertifying before the end of three years, you will be able to drive forward with your process of continuous improvement as well as document your commitment to partners and customers.



8. WHAT ARE THE ADVANTAGES OF THE REVISED ISO 9001:2015?

The new version of ISO 9001 was released on September 15, 2015 and brings a lot of improvements in quality management systems. Compared to the standard version of 2008, the new version from 2015 provides a uniform structure, simplifies implementation in the company and improves the understanding of terminology. For more information about ISO 9001:2015, which will replace ISO 9001:2008 in September 2018, please refer to our white paper: Basic principles of the new ISO 9001 and changes vis-a-vis ISO 9001:2008.

OUR EXPERTS WILL BE HAPPY TO ASSIST YOU WITH ANY FURTHER QUESTIONS. PLEASE GET IN TOUCH WITH US!

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