



## Quality Management Systems ISO 9001: 2008

**ISO 9001 is a widely recognised mark of quality that in many sectors is vital to winning new business. Many businesses who are ISO certified themselves will seek out suppliers with ISO 9001 certification.**

ISO 9001 is the international standard for quality management systems, demonstrating that procedures are in place to ensure the highest operational standards are met. Its aim is to prove that an organisation meets its own internal standards for quality and that these in turn meet international standards. ISO 9001 is based on eight quality management principles which provide a structured yet flexible framework for ensuring your processes consistently meet the needs of your customers.

ISO 9001 can be applied to any size or type of business. It covers all aspects of an organisation's activities and will apply to almost any business following repetitive processes to produce a consistent standard of product or service. Many such businesses have well

established internal systems for maintaining standards, but ISO 9001 proves to stakeholders and customers that quality systems are meeting international best practice.

### What are the benefits?

Having your quality management system independently certified to ISO 9001 will demonstrate your commitment to quality, best practice and continual improvement of your procedures. It will also provide assurance that your quality management system is operating efficiently and effectively, demonstrating cost savings and efficiencies year after year.

Specifically, ISO 9001 will:

- improve customer satisfaction, through better quality and a more consistent service

- provide a well understood, common system with consistent processes and less duplication of effort
- result in less waste through better management and operational processes
- help ensure staff understand their responsibilities, know what to do, how to do it and how their work affects quality
- reduce costs through improved efficiency and productivity
- mean fewer quality problems and quicker identification of those that do occur
- offer better management control and reporting
- provide access to new markets and increased competitiveness
- deliver better customer and supplier relationships.

# How to achieve certification

## 01 Application and review

Complete the BM TRADA request for quote form. This allows us to accurately define your scope of certification and to provide you with a quotation and a competent audit team.

## 02 Initial certification audit (includes two mandatory visits)

**Stage 1 – this audit is to confirm your readiness for the stage 2 audit. It includes:**

- review of the management system documentation
- evaluation of the location and site specific conditions
- review of the status and understanding of the requirements of the standard
- evaluation of whether internal audits and management reviews are planned and performed.

**Stage 2 – this audit is to confirm that your management system fully conforms with the requirements of the ISO 9001 standard. It includes:**

- evaluation of the level of implementation and effectiveness of the management system according to the requirements of the standard
- a sample audit of the processes and activities defined in the scope
- provide a written report on the audit findings and non conformances that need to be addressed.

## 03 Certification

On completion of step two (and closure of any identified non-conformities) certification is granted by BM TRADA. You will be issued with a certificate and certification marks to demonstrate and promote your certification.

Certification is valid for three years and is maintained through a programme of annual surveillance audits and a recertification audit in the third year before the certification expires.

### Additional services include:

- Environmental – ISO 14001
- Energy – ISO 50001
- Health & safety – OHSAS 18001
- Integrated – ISO 9001, ISO 14001 & OHSAS 18001
- Information security – ISO 27001
- Food safety – ISO 22000 & HACCP
- BRC global standard food safety
- BRC global standard packaging
- UTZ certified cocoa & coffee
- Supply chain – palm oil & soy
- Chain of custody
- BM TRADA Q-Mark

### Related training services:

- Quality management systems internal auditing
- Quality management systems lead auditor (IRCA Registered A17110)

Call us for a quote or to discuss your certification needs

## Why BM TRADA?

Choosing BM TRADA means you are working with a major international certification body with an impressive record in management system certification. Our industry expertise and the standard of our services have helped us deliver certificates to businesses in 70 countries around the world.

We pride ourselves on being approachable and responsive, and on offering clear, transparent pricing with no hidden costs. Making us your certification partner means you will have a designated auditor who understands your business.

We can also provide a range of training courses, either to help you understand the requirements of a particular standard or to develop your skills as an auditor.



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