



ISO 9001:2015 QUALITY MANAGEMENT SYSTEM

"Quality is not an act, it's a habit. With ISO 9001:2015, we make that habit a standard. Strive for excellence, efficiency, and customer satisfaction through the implementation of this industry-leading quality management system."



Logo registered to Sancert.

ISO 9001:2015 is an international quality management system standard. It provides a framework for organisations to ensure that they consistently deliver high-quality products and services that meet customer and regulatory requirements. Say what you do and do what you say is the basis of creating clarity and consistency.

The benefits of implementing ISO 9001:2015 QMS include:

- Improved customer satisfaction by consistently meeting their expectations.
- Increased efficiency and reduction of waste by implementing a process-based approach to managing all processes.
- Better risk management through a structured approach to identifying and addressing potential problems as well as applying risk treatment ideas to prevent negative risks.
- Improved communication and cooperation within the organisation through the entrenchment of clearly documented processes, checks and overall quality assurance.
- Enhanced reputation and credibility with customers, suppliers, and stakeholders once certification is achieved.
- Enhanced training programs can be realised.
- External and internal cost saving.
- Improved branding.



To implement ISO 9001:2015, an organisation must define and document its processes into a quality management system, train employees on its requirements, and continuously monitor and improve its performance. The key focus is on identifying risk, planning mitigation and continual improvement. The ISO 9001 management tools allows you to achieve this.

ISO 9001:2015 certification is a third-party endorsement that a company has implemented and is following the ISO 9001:2015 quality management system standards. The certification process involves an audit by an accredited certification body such as **Sancert** to verify that the organisation's quality management system meets the requirements of the standard. Having the certification demonstrates to customers and other stakeholders that the organisation is committed to providing high-quality products and services at all times.

In order to effectively implement ISO 9001:2015 QMS the following should take place:

1. Determine the scope of your quality management system (QMS) and identify the boundaries and the context of your organisation.
2. Establish a QMS policy that outlines your organisation's commitment to quality and customer satisfaction.
3. Identify the processes that are critical to the success of your QMS and ensure that they are well-documented and communicated throughout the organisation.
4. Assign responsibility for the implementation and maintenance of the QMS to a dedicated quality manager or a quality team.
5. Develop a training program for employees to ensure that everyone understands their role in the implementation and maintenance of the QMS.
6. Conduct a gap analysis to identify any gaps in your current QMS processes and procedures. Use risk-based thinking.
7. Develop a detailed implementation plan to address the gaps identified in the gap analysis. Create a Risk register.
8. Implement the processes and procedures of the QMS and monitor their effectiveness to ensure they are working as intended.
9. Conduct regular internal audits to monitor the implementation of the QMS and identify areas for improvement.
10. Establish a continuous improvement process to ensure that your QMS remains relevant and effective over time.



11. Certification from a third-party certification body such as **Sancert** to demonstrate your commitment to quality and customer satisfaction.