

ISO 9001

Management Brief

WHAT IS ISO 9001?

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ISO - ON TIME - CONTINUAL IMPROVEMENT
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Great Questions:

- What is ISO 9001 Certification?
- What are the benefits of ISO 9001 certification?
- How long will it take?
- What are the steps to implement ISO 9001?
- How does making it simple help us?
- ISO 9001 Myths



What is ISO 9001?

- A globally recognized program for continual improvement
- It helps meet customer expectations and demonstrates your commitment to quality.



Implementing ISO 9001 means your organization has put in place effective processes and trained staff to deliver flawless products or services time after time.

What are the benefits of ISO 9001 Certification?

- **Customer confidence:**

The standard ensures that organizations have robust quality control processes in place, leading to increased customer trust and satisfaction.



What are the benefits of ISO 9001 Certification?

- **Effective complaint resolution:**

ISO 9001 offers guidelines for resolving customer complaints efficiently, contributing to timely and satisfactory problem-solving.



What are the benefits of ISO 9001 Certification?

- **Process improvement:**

The standard helps identify and eliminate inefficiencies, reduce waste, streamline operations, and promote informed decision-making, resulting in cost savings and better outcomes.



What are the benefits of ISO 9001 Certification?

- **Ongoing optimization:**

Regular audits and reviews encouraged by ISO 9001 enable organizations to continually refine their quality management systems, stay competitive, and achieve long-term success.



How long will it take?

A company with less than 50 people can go from the planning of implementation to certification in less than six months with the right guidance.

Larger companies can take a little longer.



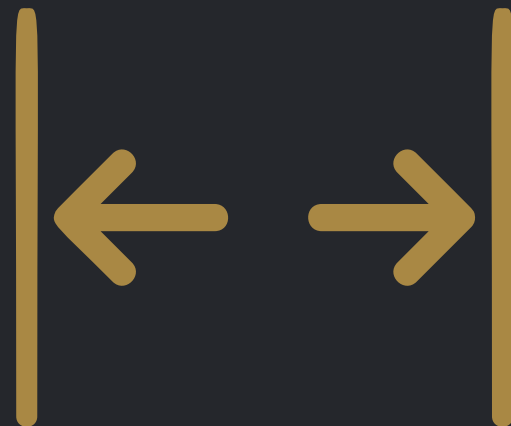
What are the steps to implement ISO 9001?

Step 1: Find the gaps

You know how to meet customers' expectations.

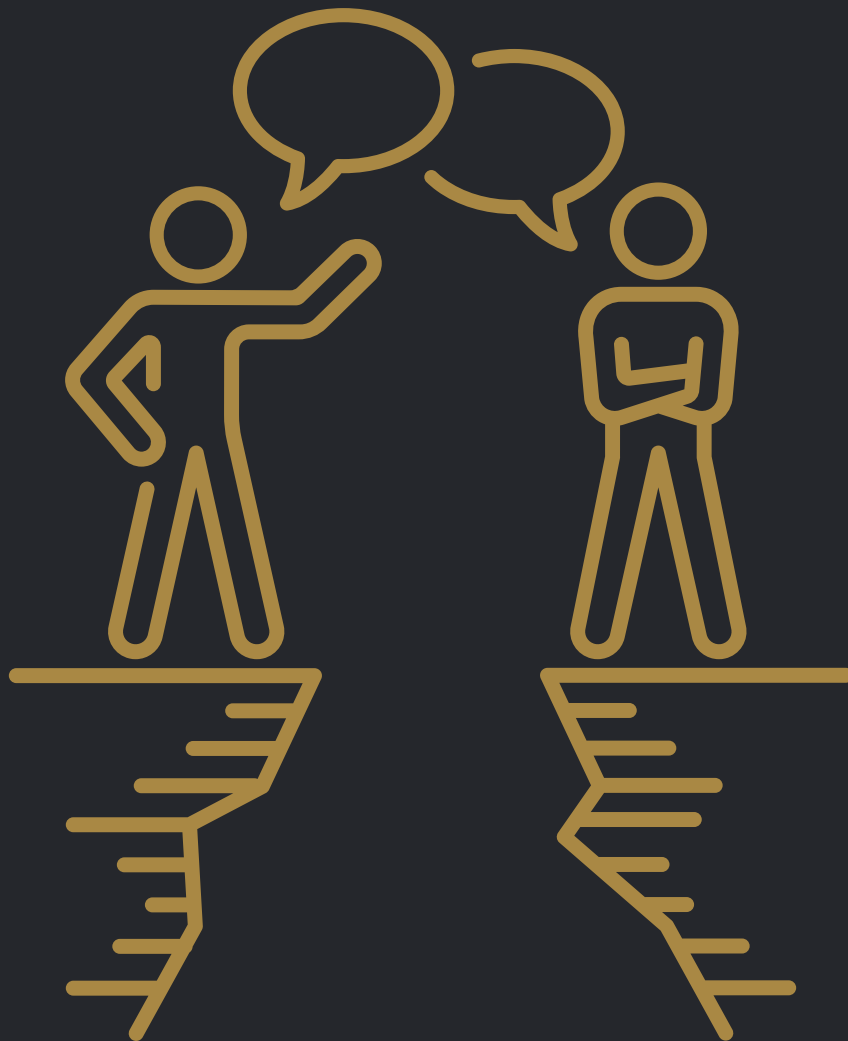
We work together to find the gaps between the standard and your current methods.

We don't recreate your methods.



Step 2: Fill the gaps

Fill in the gaps to create a simple, effective system to meet your customers' expectations.



Step 3: Test the gaps

Audit until you are confident that you are meeting the requirements.



Learn any weaknesses.
Strengthen processes and
reduce failures to meet
customers' expectations.

The goal: Targeted, sustained,
improvement in meeting
customers' requirements.

Step 4: Certify

Certification gives you evidence of having the processes in place for a world-class organization that knows and meets customer expectations.



How does making it simple help?

1. The more words, the more confusion.

- Cut out unnecessary words
- Use simple language

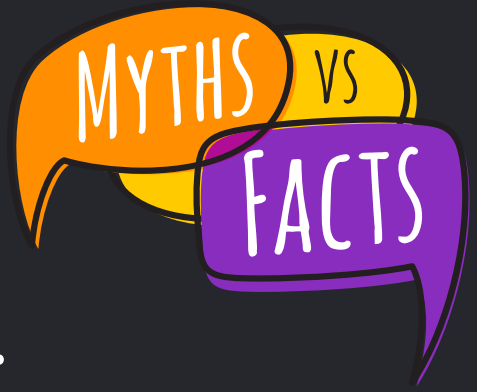
2. Simplifying forces understanding of a process.

- *"Any fool can make something complicated. It takes a genius and a lot of courage to make something simple."* – Einstein

3. Simple expectations are easier to enforce.

- Unclear expectations result in nothing getting done.
- Simple expectations, clearly defined, create accountability.

ISO 9001 Myths



- **ISO 9001 is complicated.**

ISO 9001 can seem difficult at first but the concepts behind the standard are very simple. The seven quality management principles are a good place to start and will be of great help when it comes to defining your quality management system.

- **ISO 9001 is only for big business.**

No. The standard can be used by any organization, regardless of size or type.

Small companies that can't afford staff that are totally dedicated to quality can especially benefit.

- **ISO 9001 is expensive.**

ISO 9001 done right, does not cost it pays.

When allowed to be complicated, ISO 9001 can be an expensive, useless, money-eating monster

But when designed to simplify and ensure expectations, it drives continual improvement and more than pays for itself.

Next Steps:

- 1

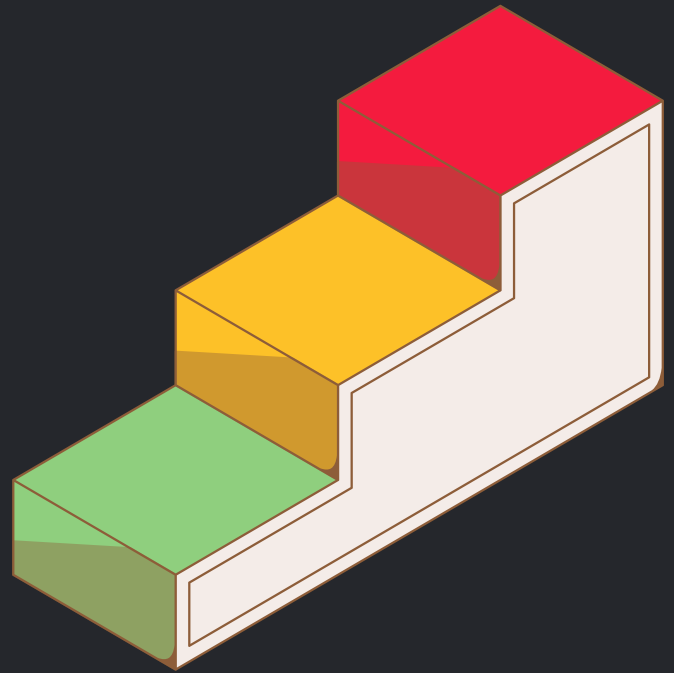
Set up a time to show what you currently have.

- 2

Plot the plan for transforming your ISO 9001 Management System into a simple, highly-functioning machine that guarantees excellence.

- 3

Implement methods and enjoy the kind of sustainability that is essential to success.



I have been where you are!

It started when I ran my own business.

Something happened that is very rare. On our last FDA audit, we didn't have one single non-conformance.

I learned to simplify the complex.

Now, for the last 40 years, I have done the same for others. Just take the complex and simplify it. I call it "down to earth."

I love helping top managers stop spending a fortune on ISO and leave the world of frustration.

I love helping quality managers stop living looking for a quick fix.

I love watching irate customers become raving fans when they get their two biggest desires: quality and on-time delivery.

I love taking the complex and making it simple.

When my clients understand ISO in a simple and uncomplicated way, I get happy!

Book a free call today, you too can go from frustrated and lost to on-time and continually improving.

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