

## What is ISO 9001:2015 – Quality Management Systems?

ISO 9001:2015 is an internationally recognised Standard that sets out principles for the implementation of a Quality Management System (QMS). A successful QMS warrants that products and services are produced most efficiently and are delivered to the highest standards possible. Kaizen Consulting will help your Organisation to identify the needs and expectation of your customers and other Interested Parties and align your policies, objectives and processes to meet these. A QMS will identify, measure, control and improve core processes to enhance the overall performance of your Organisation.

**Let us help you to implement ISO 9001:2015 to ensure that products and services of consistently good quality are delivered.**

## What are the Benefits of implementing a Quality Management System?

ISO 9001:2015 will help you to increase the efficiency and continually improve core processes within your Organisation with the following flow-on effects:

- ✓ Quality products and services instil customer confidence
- ✓ Increased competitiveness and customer satisfaction
- ✓ Improved resilience through an emphasis on risk-based thinking
- ✓ Increased efficiency of processes will save resources, time and money
- ✓ Increased customer base by providing excellent products and services
- ✓ Meeting statutory and regulatory requirements
- ✓ Promotes continuous improvement



## What is the Implementation process of ISO 9001?

Kaizen Consulting will develop a Quality Management System (QMS) tailored to your Organisation by integrating existing processes and plans with ISO requirements. The needs and expectations of your customers should always be the driving force when developing policies, objectives and processes for your QMS.

After we assist you in identifying existing gaps and established procedures to close these, it is time to implement these changes by communicating each procedure of the QMS to staff at all levels of your Organisation. Internal audits will ensure that control and management mechanisms are in place that allow for the ongoing success and continuous improvement of your QMS. The final step is an external audit by an independent certification body.

## ISO 9001 is based on these 7 Quality Management Principles

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**1. Customer Focus**  
 Meet and exceed customer expectations
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**2. Leadership**  
 Provide purpose, direction and engagement
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**3. Engagement of People**  
 Recognition, empowerment and enhancement of skills and knowledge
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**4. Process Approach**  
 Understand processes to optimise performance
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**5. Improvement**  
 To maintain current performance and to create new opportunities
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**6. Evidence-Based Decision Making**  
 Facts, evidences and data analysis for decision making
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**7. Relationship Management**  
 Manage relationship with Interested Parties to optimise performance

## How can a Consultant help?

Implementing a Quality Management System (QMS) yourself often turns out to be inefficient and time-consuming. Using a Consultant ensures that your Organisation is getting the most of your QMS and Standards are implemented on budget, on time.

Kaizen Consulting has a proven track record of working with diverse industries and businesses.

**Contact us today to hear how our team of specialised experts can help your Organisation with the implementation of ISO 9001.**

## At Kaizen we offer:



## Do I need to Certify my Quality Management System?

ISO certification is usually optional. However, some industries do require Organisations to be certified against specific Standards. Most Organisations decide to receive ISO 9001:2015 accreditation to promote their credibility by demonstrating that their products and services are consistently meeting expectations. The certification process consists of a third-party auditor reviewing the successful implementation of the QSM. The auditor will provide certification if the Organisation can demonstrate compliance with ISO requirements.



*Note Kaizen Consulting does not provide ISO 9001 certification.*