

FEATURES AND BENEFITS

ISO 9001 is by far the world's most established quality framework, setting the standard not just for quality management systems but for management systems in general. ISO 9001 is helping all kinds of organisations to succeed through improved customer satisfaction and staff motivation.

BUSINESS RISK	BUSINESS NEED	FEATURE OF STANDARD	ADVANTAGES (How will it help?)	BENEFITS (What's in it for my business?)
Loss of customers through variations in service, product or quality of output.	To ensure a consistent output and streamline operations and processes.	Requires one set of processes that are used throughout the organisation taking into account areas such as marketing, finance etc. These all play a part in the service offered to the client.	Requirements of the specific standards are coordinated. Workloads are streamlined. Duplication and bureaucracy are reduced. Systems in place for internal audits, document control, training and administration make the organisation more effective and efficient.	Gives management confidence that clients will receive what has been agreed. Increase in customer satisfaction. More management time for proactive measures.
Business stagnates and does not improve or evolve.	To improve business performance and ensure organisation is more competitive and dynamic.	Improves systems to ensure client receives what has been agreed in the contract. Improves effectiveness and efficiency of the organisation.	By constantly looking for improvements and having the systems in place an organisation is much better prepared for changes that need to be made.	Less time spent on correcting impacts on other areas. More management time for proactive measures. Able to deal with change more effectively.

For more information visit www.bsigroup.co.uk/iso9001 or call 0845 080 9000

BUSINESS RISK	BUSINESS NEED	FEATURE OF STANDARD	ADVANTAGES (How will it help?)	BENEFITS (What's in it for my business?)
Low employee morale and client dissatisfaction.	A happy and informed workforce and client base.	Requires one set of objectives that are inline with the organisation's polices and customer feedback. Objectives are met by having planned processes in place.	A highly motivated workforce meaning greater customer satisfaction. Improvement in both internal and external communications.	Less time spent correcting mixed messages. More management time for continual improvement. Improved customer satisfaction, employee morale and motivation.
Non-compliance with regulatory requirements.	Confidence that regulatory requirements are met in the most effective way for the organisation and their stakeholders.	Requires all regulatory requirements to be met that are applicable to the organisation that are a consequence of the products and services that the organisation provides. These should be communicated to staff to ensure they are aware of the implications of the regulations.	Ensures the organisation and all staff are aware of and comply with all regulatory requirements.	Reduces time spent correcting any breaches. Allows time to be focused on winning new business. Protects business image and reputation.

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The BSI certification mark can be used on your stationery, literature and vehicles when you have successfully achieved certification.

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