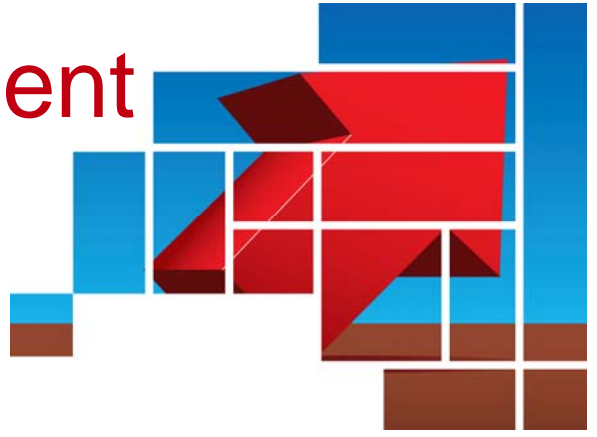


Quality Management

Business management
system solutions
ISO 9001



Organisations that implement an effective business management system create a **confidence** among their stakeholders in the **capability** of their processes and the **reliability** of their products and or services; while at the same time, benefiting from improved **risk management**. In addition, an effective business management system serves to create the basis for **continual improvement** leading to increased **customer satisfaction** and ultimately to the success of both the organisation and its customers.

Since the Standard's first release over 30 years ago by the International Organisation for Standardisation (ISO), more than one million organisations worldwide have adopted the principles and achieved certification to the requirements of ISO 9000, Quality Management System. As is ISO protocol, over the years, the Standard has been periodically reviewed and revised to enhance its business relevance and value. Today's version provides organisations with a comprehensive process focused framework upon which they can build business processes that lead to the successful achievement of organisational objectives.

The ISO 9000 Family of Standards includes ISO 9000 which serves to identify and define the fundamentals and vocabulary for a Business Management System (QMS); ISO 9001 which specifies the requirements for a QMS where the capability to provide a product and or service that meets customer and regulatory mandates needs to be demonstrated; and ISO 9004 which provides valuable guidance on the application of ISO 9001 that directly contributes to enhanced customer satisfaction.



Quality
ISO 9001

ISO 9001:2000

Globally adopted by virtually all industries, by manufacturers and service companies, by companies both large and small, multi-site multi-

national organisations and single location businesses, ISO 9001: 2000 has become the most widely recognised Management System Standard.

The principles upon which ISO 9001:2000 is based include:

- Customer Focus
- Leadership
- Involvement of People
- Process Approach
- System Approach to Management
- Continual Improvement
- Factual Approach to Decision Making and
- Mutually Beneficial Supplier Relationship

The Standard's relevance and value is evidenced further by specific industries as it is the basis for multiple industry specific standards including AS 9100 for Aerospace, ISO 13485 for Medical Device and TL 9000 for the Telecommunications Industry.

Inform...Assess

Let SAI Global's expertise in Process Based Assessment and ISO 9001 Certification work for you. Let us support you in the achievement of your business management system initiatives. Let SAI Global help you create **confidence** among your stakeholders in the **capability** of your processes and the **reliability** of your products or services, improve **risk management**, support **continual improvement**, increase **customer satisfaction** and business success.

Whether you are looking for certification against ISO 9001:2000, assessment to your own goals and commitments or supplier assessment, SAI Global has a solution.

To learn more about our Business Management System Solutions please visit us at www.saiglobal.com/assurance.

thinking business...driving improvement



Performance