

ISO 9001:2015

How your organization will benefit



Executive Briefing

ISO 9001 – Quality Management System, the world’s most popular management system standard, is used by over one million organizations around the world, helping them run more efficiently and profitably. It provides a framework for consistent performance, reliable service and long-term continuous improvement. BSI shaped the original standard that became ISO 9001 - BS 5750 - and has since worked with tens of thousands of organizations, helping them embed the standard and continuous performance improvement.

ISO 9001:2015

ISO 9001 has provided many benefits to the business community over the years. Over **82%** of BSI clients that embraced ISO 9001 gained benefits from such certification:

- **66%** improved quality of their products or services
- **60%** reduced the likelihood of mistakes
- **57%** attracted new customers

Updated in 2015 to remain relevant and reflect the needs of modern day businesses, the standard is a powerful tool to make sure that you continually grow and remain organizationally resilient.

One thing remains constant, to be successful, businesses have to adapt to meet the growing needs of customers. A customer centric approach is key to business success and gaining and monitoring customer feedback ensures your organization continues to meet their needs and expectations. ISO 9001 was originally written with the customer in mind and that remains the priority for ISO 9001:2015.

ISO 9001 delivers the following key benefits

Bringing quality and continuous improvement into the heart of your business

The standard ensures that quality management is completely integrated and aligned with the business strategies of your organization. Used as a business management tool, this will improve performance and drive real value in the organization, embedding healthy performance improvement processes over time.

Leadership

ISO 9001 requires commitment and involvement from your leadership team. Top management are responsible for the system's effectiveness and make sure the whole organization understands how they contribute to the Quality Management System (QMS).

Risk & opportunity management

The use of risk and opportunity management into your management system reinforces its use as a governance tool. This makes it quicker and easier to implement multiple management systems, saving both time and money. This holistic approach helps deliver multiple benefits by reducing duplication, increasing efficiency, and providing a complete view of the whole organization.

An integrated approach

Known as the high level structure (HLS), ISO has introduced a common structure and core text for all its management system standards. Using risk-based thinking throughout, it promotes a proactive approach to identifying risks and taking opportunities making continual improvement systematic. This leads to improved governance and decision making and makes it easier to integrate multiple systems, saving both time and money.

Organizations can only continue to benefit from the new ISO 9001. It will give you an opportunity to review your organization and current processes ensuring they are aligned with your business strategy, to achieve sustainable performance improvements and increase the quality of your products and services in a cost effective way.

BSI provides a unique combination of products and services to support the adoption of ISO 9001:2015.

To find out more about how BSI can help you, visit: bsigroup.com/en-nz

Top tips on making **ISO 9001** effective for you

Every year we help tens of thousands of clients. Here are their top tips.

Top management commitment is key to making this a success.

“The earlier that organizations talk to senior managers, the better it will go for them so have those discussions early”.

John Scott, Overbury, leading UK fit-out and refurbishment business

Keep staff informed of what’s going on, create a team or assign a champion, as this will increase motivation. This could include a well communicated plan of activities and timescales.

“When we decided to implement the new standard, we assigned an internal champion of the standard inside the organization”.

Ronald Tse, Ribose, Hong Kong cloud service provider

Think about how different departments work together to avoid silos. **Make sure the organization works as a team** for the benefit of customers and the organization.

“It’s helped us mobilize all of our employees and all of our employees now understand the key metrics and the success factors. So it’s helped us out in a business way and in an operational way”. Maxime Clerik, Vortex Conseils, Canadian consultancy business

Review systems, policies, procedures and processes you have in place – you may already do much of what’s in the standard, and make it work for your business.

“Don’t try and change your business to fit the standard. Think about how you do things and how that standard reflects on how you do it, rather than the other way around”.

Paul Brazier, Overbury, leading UK fit-out and refurbishment business

Speak to your customers and suppliers. They may be able to suggest improvements and give feedback on your service.

“It results in a more finely-tuned service to your customer, which is obviously very important to us”. Mark Kennedy, Salus, UK occupational health and return to work services provider

Train your staff to carry out internal audits. This can help with their understanding, but it could also provide valuable feedback on potential problems or opportunities for improvement.

“I have previously attended the internal auditor course and since implemented a QMS for my place of work”. Claire Pressdee-Collins, Ofcom, UK communications regulator

And finally, when you gain certification celebrate your achievement and use the **BSI Assurance Mark** on your literature, website and promotional material.

