



ISODOC

Solutions for a Global Economy

WHAT IS ISO 9000?

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ISO 9001 is a voluntary Quality Management System standard that helps organizations ensure they are maximizing their efforts to meet customer requirements. Essentially, the intent of the 9001 standard is to implement systems that Management can use to better run the business, and realize efficiencies in process, production, and ultimately economy.

The standard offers a structured approach to best practices such as how customer requirements are reviewed and met; how products and services are actually produced and delivered; how employees are hired and reviewed, how documents are controlled to ensure they are current; and how management itself reviews all processes they have implemented.

The process approach to organizational improvement can be applied to any business - no matter the industry or size.

What are the benefits of certification?

A huge benefit of ISO Certification is the opening up of markets where the certification is a requirement. A stamp recognized worldwide, ISO Certification is a symbol of trust and quality for suppliers, customers, and partners.

By far the largest benefit, however, is creating a structure within your company which can improve its processes. Because the standard is really based on best practices for organizations, it provides management with the tools to objectively decide where things are working well, and where to best apply resources to make things run more smoothly.

Overall, then, ISO 9000 helps your management team maximize the effectiveness of your business, thereby enhancing growth and reducing cost. From your customers' perspective, it gives them confidence that you have an organization that can consistently meet their needs.

Isn't ISO just for large companies?

Categorically, no. The system is designed to be scalable, and we've worked with companies as small as two people. Smaller companies will have simpler systems, and we work with all organizations to find the right balance between requirements and documentation.

What costs are involved?

There are a number of factors to consider here, not least of which is the cumulative ROI realized from increased quality and efficiency. In a situation where you decide to "do it yourself" there are costs to implement, costs to the Registrar and maintenance costs. In this case, costs are mainly associated with time for resources dedicated to the implementation process, training staff, and creating documents.

If, however, you have little or no experience with ISO, or have limited internal resources, you might choose to hire outside professional help. Which is where ISODOC comes in. We can tailor our assistance to virtually any size of company and budget, and are highly experienced in maximizing the contribution of existing staff.

Costs of registration are dependent on the size of your organization as well. Most registrars charge a certain rate per day to be on-site at your facility. Smaller companies could expect one auditor on site for 2-3 days; larger companies may require several auditors for an extended site visit.

There are also processing fees for the audit report and certificate, and annual maintenance audits, which are much less expensive than the original visit.

ISODOC can walk you through all related costs, and come up with an estimate based on the many factors involved. As a result of the assessment, we can also show you tangible returns resulting from Certification.

Do I need a consultant to get Certified?

Having a consultant is not a requirement. However, if you have little experience with ISO, or process management, then attempting to tackle the certification process can be daunting. Enlisting a qualified consultant to help in the certification process can often save money in the long run, through better organization and less time spent allocating resources to the process.

Innovation

Cost Reduction

Product Safety

Global Markets

Risk Management

Environmental Impact

Quality Management

Customer Satisfaction

Energy Efficiency

Social Responsibility

Healthcare Issues

Not-for-profit Organizations