

# ISO 9001:2008 All in One Documentation & Training Package

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## Abstracts

### GENERAL INFORMATION ABOUT ISO 9001

The ISO 9000 is the world's most recognized quality management standard. The ISO 9000 family addresses various aspects of quality management and contains some of ISO's best known standards. The standards provide guidance and tools for companies and organizations who want to ensure that their products and services consistently meet customer's requirements, and that quality is consistently improved.

### ISO 9001:2015

ISO 9001 is the world's most widely recognized Quality Management System (QMS). It belongs to the ISO 9000 family of quality management system standards and helps organizations to meet the expectations and needs of their customers, amongst other benefits.

An ISO 9001 quality management system will help you to continually monitor and manage quality across all operations, and outlines ways to achieve, as well as benchmark, consistent performance and service. Internationally, it is the quality system of choice.

ISO 9001:2015 sets out the criteria for a quality management system and is the only standard in the family that can be certified to (although this is not a requirement). It can be used by any organization, large or small, regardless of its field of activity. In fact, there are over one million companies and organizations in over 170 countries certified to ISO 9001.

This standard is based on a number of quality management principles including a strong customer focus, the motivation and implication of top management, the process approach and continual improvement. Using ISO 9001:2015 helps ensure that customers get consistent, good quality products and services, which in turn brings many business benefits.

As an ISO 9001 certified organization you will have implemented Quality Management System requirements for all areas of the business, including:

Facilities

People

Training

Services

Equipment

ISO 9001 certification is suitable for all sizes and types of organizations and is well established around the world as an invaluable Quality Management System standard. It is suitable for organizations in all industry sectors and will help your organization to improve management processes to compete locally and/or globally.

The process encompasses the entire organization and requires senior management buy-in, it is not just a function of the Quality Department. To achieve ISO 9001 certification your organization needs to demonstrate that it can meet the regulatory requirements and apply the system effectively to be of real benefit to your customers.

Sector-specific applications of ISO 9001

ISO has a range of standards for quality management systems that are based on ISO 9001 and adapted to specific sectors and industries. These include:

ISO/TS 29001 – Petroleum, petrochemical and natural gas industries

ISO 13485 – Medical devices

ISO/IEC 90003 – Software engineering

ISO 17582 – Electoral organizations at all levels of government

ISO 18091 - Local government

## **BENEFITS OF ISO 9001**

ISO 9001 Certification will provide maximum benefit to your organization if it approaches ISO 9001 implementation in a practical way. This will ensure that the Quality Management Systems that are adopted, work to improve the business and are not just a set of procedures that your employees will find hard to manage.

By adopting an approach that starts out to implement more efficient working practices and focuses on the business objectives of the organization, you will achieve a system that will help and support your staff, and improve your levels of customer satisfaction.

Whether you use an external assessor or allocate an internal resource to carry out the initial assessments, you will need to ensure that they have buy-in from senior management, so that all areas of the organization are aware of the importance of the ISO 9001 Certification process.

ISO 9001 Certification is not just suitable for large organizations but also small businesses that will benefit from adopting efficient Quality Management Systems that will save time and cost, improve efficiency and ultimately improve customer relationships.

Some of the benefits to your organization:

Provides senior management with an efficient management process

Sets out areas of responsibility across the organization

Mandatory if you want to tender for some public sector work

Communicates a positive message to staff and customers

Identifies and encourages more efficient and time saving processes

Highlights deficiencies

Reduces your costs

Provides continuous assessment and improvement

Marketing opportunities

Some of the benefits to your customers:

Improved quality and service

Delivery on time

Right first time attitude

Fewer returned products and complaints

Independent audit demonstrates commitment to quality

## **CERTIFICATION TO ISO 9001:2015**

Checking that the system works is a vital part of ISO 9001:2015. It is recommended that an organization performs internal audits to check how its quality management system is working. An organization may decide to invite an independent certification body to verify that it is in conformity to the standard, but there is no requirement for this. Alternatively, it might invite its clients to audit the quality system for themselves.

The ISO 9001:2015-14001:2015 All in One Certification Package helps an organization achieve certification for both ISO 9001 and ISO 14001. The use of ISO 9001:2015-14001:2015 All in One Certification Package ensures that your end product will be a quality system that works for you and helps your company continually improve its processes and customer satisfaction.

Package has been used by companies across the globe

Has never failed an audit

Comes with efficient and effective design

Highly recommended by Registrars

### **SAVE TIME:**

The documented Integrated Management System (IMS) is organized for you. Integration Manual, Procedures & Forms are fully written and ready for you to customize. They contain guidance so you know what to edit and examples are provided.

### **SAVE MONEY:**

You won't need to hire consultants to develop your system or to train your employees.

You will be trained on the requirements of the standard and how to implement them.

Gives the option to train your organization's employees in house through PowerPoint training that comes with trainer's guide and detailed speaker's notes or self-train your employees with convenient online training

You'll set up an effective audit program with trained internal auditors. An effective audit program is the key to success as it is the engine that drives continual improvement.

## Contents

It contains the following areas:

### **SECTION 5:**

Management Responsibility

The manual is divided into eight sections that correlate to the Quality Management System sections of ISO 9001:2008

5.4 Management commitment

5.5 Customer focus

5.6 Quality policy

5.6 Management review

5.6.2 Review input

5.6.3 Review output

AP-821-A

Monitoring, Measuring and Analysis of Customer Satisfaction

### **6. PURPOSE**

### **7. RESPONSIBILITIES**

### **8. DEFINITIONS**

### **9. EQUIPMENT/SOFTWARE**

### **10. INSTRUCTIONS**

### **4. QUALITY MANAGEMENT SYSTEM**

4.1 General Requirements

4.2.3 Control of Documents

4.2.4 Control of Quality Records

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