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Questions and Answers on Quality Management according to ISO 9001

Our experts have answered the most frequently asked questions for you. Would you like to know more?

Get in touch with our experts!

1. WHAT ARE THE GOALS OF A QUALITY MANAGEMENT SYSTEM?

With a quality management (QM) system, a company strives to achieve the following goals through systematic action in all areas:

- The ability of the product and services to meet customer expectations can be understood and evaluated on a continual basis.
- The effectiveness of systematic action can be measured on a regular basis.
- The quality of the products or services related to customer needs can be continuously improved.

2. WHAT VALUE DOES A QM SYSTEM ADD?

A QM system aims at improving quality. The primary objective is to improve product and service quality as well as customer satisfaction. A quality management system ultimately influences the maintenance and expansion of the customer base and thus the financial performance of the company. With the ISO 9001 standard you can establish processes that define how your organization operates and addresses a dynamic business environment.

3. CAN A COMPANY ACTUALLY BECOME EFFICIENT USING ISO 9001 CERTIFICATION?

With ISO 9001 certification, an independent third party confirms the implementation of a functional QM system. This requires that the QMS be more stringently assessed than might be the case if it is evaluated internally. Adherence to and regular verification of ISO 9001 requirements leads to more efficiency and better performance.

4. WHAT ARE THE BENEFITS OF A QUALITY MANAGEMENT SYSTEM?

The benefits of a certified QM system according to ISO 9001 are:

- Clear responsibilities.
- Straightforward processes that are generally better implemented.
- Greater confidence in management.
- Better relationships with suppliers.
- Better understanding of customer needs.
- Improved leverage with regard to vis-a-vis banks and insurance companies.
- Competitive advantage, e.g. in the case of public tenders.

5. WHAT ARE THE PREREQUISITES FOR IMPLEMENTING AND CERTIFYING A QMS?

Prerequisites for implementing a QM system are:

- The will to act systematically.
- The will to lead transparently.

Prerequisites for the certification of an ISO 9001 quality management system are:

- Understanding of ISO 9001.
- The willingness to explain (especially to document) the system.
- The willingness to explain (especially to document) activities.

6. WHAT EXACTLY IS THE CERTIFICATION PROCESS IN ACCORDANCE WITH ISO 9001?

1. Preliminary audit (optional)

The auditors conduct a preliminary assessment. In doing so, they determine which requirements of the ISO 9001 standard, if any, have already been implemented in your company.

2. Certification audit

The certification process occurs in two stages. The audit team checks, among other things, whether your quality management system already meets the requirements of the ISO 9001 standard. Then you have to demonstrate the practical application and effectiveness of your quality management system.

3. Conferral of certificate

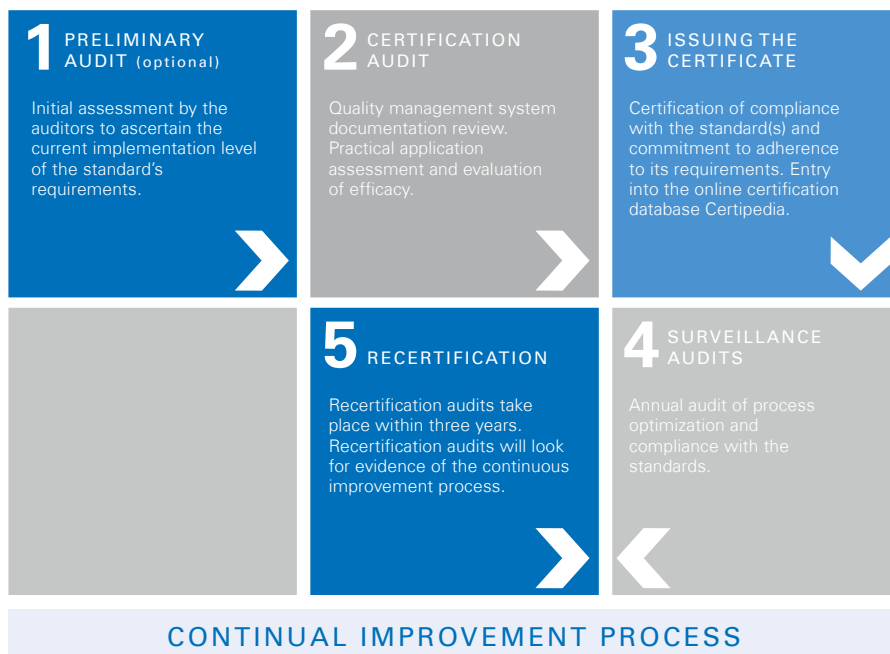
After successful certification, your company will receive the certificate for a quality management system that complies with ISO 9001. It certifies compliance with the standard(s) and commitment to adherence with the requirements. In addition, your company will be entered into our online certificate database, [Certipedia](#), and you can advertise the certification of your quality management system with the TÜV Rheinland seal.

4. Surveillance audits

Within the framework of annual surveillance audits, we check the continuous optimization of the processes and ascertain whether your company has maintained its compliance with the standard.

5. Recertification

By recertifying within three years, you will be able to proceed with your process of continuous improvement as well as document your commitment to partners and customers.



7. CAN THE ISO 9001 CERTIFICATION BE COMBINED WITH OTHER CERTIFICATIONS?

ISO 9001 is a sector-neutral standard and therefore suitable for the certification of quality management systems of all companies. Audits according to ISO 9001 can be combined with other industry-specific audits for quality management systems as well as other management systems. Take advantage of a combined certification!

OUR EXPERTS WILL BE HAPPY TO ASSIST YOU WITH ANY FURTHER QUESTIONS. PLEASE GET IN TOUCH WITH US!

ONLINE CONTACT