

Quality Management System Certification

ISO 9001 is the internationally recognised standard for the certification of Quality Management Systems for businesses. It applies to the processes that create and control the products and services in an organisation.

It prescribes systematic control of activities to ensure that the needs and expectations of customers are met. It is designed and intended to apply to virtually any product or service, made by any process, anywhere in the world.



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RvA C 407

Implementing a Quality Management System has been shown to motivate staff by defining their key roles and responsibilities, and to improve efficiency and productivity thus producing cost savings. Product or service deficiencies will be highlighted and, from which, system and control improvements can be developed resulting in less waste, lower levels of inappropriate or rejected work and fewer customer complaints. Existing customers gain confidence and will soon realize that orders are met consistently on time and to the correct specification. New customers will place initial orders with confidence. This can open up the marketplace to increased opportunities and company growth.

In almost all cases, companies seek to have their system independently assessed. This enhances the credibility of any system.

- Registration to ISO 9001 by an accredited certification body such as Velosi shows a commitment to quality, to customers, and a willingness to work towards improving efficiency levels.
- It demonstrates the existence of an effective quality management system that satisfies the rigors of an independent external audit.
- An ISO 9001 certificate enhances company image in the eyes of customers, employees and shareholders alike.
- It also gives a competitive edge to an organization's marketing.

The implementation of a system takes time and commitment from senior management and has several key steps in the process, which include:

- Identify the requirements of ISO 9001 and how they apply to the business involved.
- Establish quality objectives and how they fit in to the operation of the business.
- Produce a documented quality policy indicating how these requirements are satisfied.
- Communicate the quality objectives throughout the organisation.
- Evaluate the quality policy, its stated objectives and then prioritize requirements to ensure they are met.
- Identify the boundaries of the management system and produce documented procedures as required.
- Ensure these procedures are suitable and adhered to.
- Once developed, internal audits are needed to ensure the system carries on working.



Once all these requirements are in place and each element of the ISO 9001 standard has been implemented, an external audit can be conducted.

The external audit should be carried out by an independent party such as Velosi who is, in turn, accredited by RvA in accordance with international guidelines for certification body accreditation International Accreditation Forum. Any system accredited by an unaccredited company does not give the same confidence as one that is fully accredited.

Velosi will initially carry out a review of the quality manuals and procedures. This process involves looking at the company's evaluation of the written quality system and ascertains if targets set for the management programmes are measurable and achievable. This is followed, at a later date, by an on-site audit of the complete system to ensure that working practices observe the procedures and stated objectives, and that appropriate records are kept.

After a successful audit, a certificate of registration to ISO 9001 will be issued. There will then be surveillance visits (usually once or twice a year dependent on the size of your company) by the certification body to ensure that the system is implemented on a continuous basis.

Velosi has a track record for excellent customer satisfaction for its certification services. Whether your company is a large multinational or a small local business, the stripping back on unnecessary bureaucracy and a personal approach means you will receive the same level of commitment and service.

Velosi Auditors have gained their experience in industry and are selected on their knowledge of the industry sector, so that they are able to understand your business fully. This ensures the audit process produces meaningful results and improvements to the business process.

Velosi is accredited by the Dutch Accreditation Council RvA (Raad Voor Accreditatie), whose headquarters are in Holland, in accordance with international guidelines for certification body accreditation the International Accreditation Forum. The RvA gauged Velosi against highly accepted and rigorous global standards, which included them witnessing the certification random audits. RvA's accreditation of Velosi signifies its confidence in the system developed by Velosi that complies with international accreditation requirements for certification bodies i.e. Guide 62.

Training

To maintain its independence, a separate division of Velosi provides professional training programmes in partnership with an international training organization using competent professionals in Quality Management System. Velosi also conducts its own auditor training programs like ISO 9001 Awareness training course, ISO 9001 Internal Auditor course, ISO 9001 Lead Auditor course and those registered with International Register for Certificated Auditors (IRCA). Additional information, including application forms and a list of our accredited scopes, can be found on our web site. We have designed our courses to provide you with the tools you need to make the most of your management system.

To provide the best solutions, we offer both Public Courses and On-Site Training Options.

