



Quality Management Systems

ISO 9001 : 2015

What is ISO 9001?

ISO 9001 is the international standard that defines the minimum requirements for a company's Quality Management System (QMS). A company's QMS comprises of the businesses policies, procedures and other internal requirements that ensure customer requirements are met with consistency. ISO 9001 is valuable to all businesses, regardless of sector or size, either product or service-based and includes processes for continual improvement of the system.

By streamlining internal processes according to your business' needs and industry best practice, ISO 9001 can significantly increase your profitability and attractiveness to potential clients and business partners. By far, ISO 9001 is the world's most established quality framework, currently being used by more than 1 million companies in 170 countries worldwide, and sets the standard not only for quality management systems but also for management systems in general.

ISO 9001 will generate continual performance improvement driven by a structured yet flexible framework for a client-focused Quality Management System. The QMS is underpinned by a set of 7 principles: customer focus, leadership, engagement of people, process approach, improvement, evidence-based decision-making and relationship management.

Who needs ISO 9001?

Gone are the days where ISO 9001 was associated solely with manufacturing or "hard hat" companies. At IMSM, we have helped operations of all sizes and industries achieve and maintain successful quality management systems. ISO 9001 focuses on quality, something every business can benefit from; therefore, ISO 9001 is suitable for any company looking to improve the way it operates and to increase profitability and competitiveness. The advantage of ISO 9001 is that the standard flexes to your company, and no matter what you do, ISO 9001 can help you do it better.

Benefits of ISO 9001

The benefits of investing in a Quality Management System are vast and can be unique to your specific business, but could include:

- Improve processes and effectiveness
- Increase customer satisfaction
- Reduce operating costs
- Competitive advantage
- Improve stakeholder relationships
- International credentials
- External and internal recognition
- Improve staff morale
- Improve risk management

Related services and products



ISO 9001 is compatible with other management systems standards and specifications, such as ISO 45001 Occupational Health and Safety and ISO 14001 Environmental. They can be integrated seamlessly through Integrated Management as they share many principles now that the 2015 revised standard is modelled around the ISO Directive Annex SL, a high-level structure (HSL).



IMSM also offers one-day and two-day Internal Auditor Training Courses and a range of services and additional products.

“Overall, it was from the assistance and guidance from IMSM, together with the dedicated efforts of our company staff members.... Basing on this experience and the knowledge gained from IMSM, our business operations will, for sure, continue to observe the standards of ISO 9001:2015”

Steve B

If you could improve your company's bottom line, increase revenue, reduce business risk and boost your competitive advantage - all at the same time, wouldn't you?

Take the next step:

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