

Quality

ISO 9001



“We’ve significantly developed our business, and increased our sales, with the assistance of our QMS and the ISO 9001 certification from LRQA.”

Claire Cooper,
Operations Director,
AR Engineering Industries

Certification to ISO 9001:2008, the internationally recognised quality management system (QMS) standard by LRQA gives assurance to your clients, trading partners and other key stakeholders that you take quality seriously.

Today, the standard is the international reference for quality requirements and certification has become the preferred solution for more than one million organisations in around 175 countries.

The last major revision to ISO 9001 was in 2000, which refocused quality systems towards management of processes.

The 2008 revision has clarified a number of points in the standard but has not changed any of its intent or its requirements.

One of the major strengths of ISO 9001 is its relevance to all types of business with a core set of eight quality management principles providing a solid foundation for management.

With a focus on developing processes that deliver products and services to meet your clients’ expectations, ISO 9001 has an emphasis on process management, measurement, continual improvement, achievement of objectives and more involvement from top management.

Why ISO 9001?

- Implementation and then certification helps ensure ‘best practice’ with regards to planning, control and management.
- Provides demonstrable commitment to quality and improvement through certification by a third party.
- In common with other management system standards, the basis of the ISO 9001:2008 standard is the ‘Plan Do Check Act’ cycle.

Benefits

- Best practice will help you improve your product, process and service quality, increase customer satisfaction levels and improve productivity.
- Can give you the edge, even in situations or industries where certification to ISO 9001 is not a contractual obligation or expectation.
- Simpler for you to develop a single management system that meets the requirements of this and other key standards, e.g., ISO 14001, OHSAS 18001, ISO 27001 and ISO 50001, so cutting down on duplication and costs.

Business Assurance

Ever tougher stakeholder demands, changing business conditions and increased competition means you need better operational control, performance and risk management.

To help you, we continue to enhance our services. We don't just verify against the requirements of a standard, but go even further.

Our field-based account managers tailor our certification, validation, verification and training services to better meet your needs, giving 'added value' beyond the traditional assessment process. We call this enhanced emphasis and approach, 'Business Assurance'

LRQA Business Assurance helps you to manage your systems and risks to improve and protect the current and future performance of your organisation.

Why choose LRQA?

Selecting LRQA means you'll be working with a company that is synonymous with ISO 9001. Our technical specialists input into the work of the ISO technical committees so we know what we're talking about. After all, we have been assuring the management systems of some of the world's best known brands for more than 25 years.

We hold 21 global accreditations to provide ISO 9001. In the UK, LRQA has an open scope of approval from the United Kingdom Accreditation Service (UKAS) which means we have been recognised as having the ability to offer accredited certification across all industry sectors and markets.

Choosing LRQA means you'll be working with one of the world's most trusted and respected management system bodies providing you, your customers, prospective customers and other stakeholders, with business assurance.

Flexible service options

- **Training** – whether you are just beginning to implement your system, looking to improve what you have or an experienced practitioner wanting to gain a formal qualification, we have a course to meet your objectives.

Our public events are held throughout the UK and give you the added benefit of sharing experiences with other delegates while our in-company courses can be tailor-made to suit.

More from: www.lrqa.co.uk/training

- **Optional gap analysis** – this assessor delivered activity offers the opportunity to focus on critical, high risk or weak areas of your system in order to create a certifiable system. It can also look at how existing management systems or procedures can be used within your chosen standard.

Whether you are in the early stages of implementing your management system or looking to go for a 'dry run' before the assessment visit, the scope of the 'gap analysis' can be decided with either your account manager or assessor and gives you more flexibility in choosing the scope and duration of the visit.

- **Certification** – this typically is a two stage process consisting of a system appraisal and an initial assessment, the duration of which is dependent on the size and nature of your organisation.

Your account manager will design a solution to meet your specific needs while your assessors will be open, helpful and take a practical approach. We feel this is one of the ways for us to add real value to the assessment process.

- **Surveillance** – once we have approved your management system, we carry out regular surveillance visits where we check the ongoing effectiveness of your system. This gives you the assurance your management systems are on track and continually improving.
- **Integrated management system assessment** – companies looking to combine their management system with an existing management system (such as environmental or occupational health and safety) can benefit from a co-ordinated assessment and surveillance programme. If you are interested in this combined approach, then please let us know when you contact us.



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