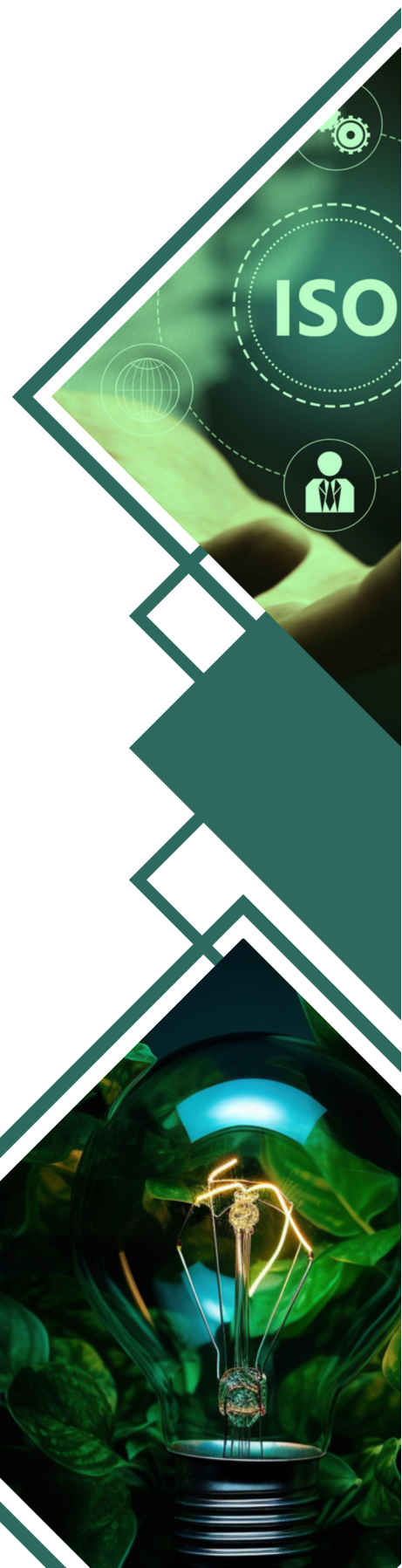


# ISO 9001 QMS



# Why ISO matters

ISO International Standards help organisations of any size and across all industries to reduce costs, improve performance and access new markets.

The ISO certifications demonstrates to clients and partners that your organisation is committed to consistently delivering improved outcomes across all aspects of your organisation.



# What does ISO9001 do for a business?

## **Meet the demands of your clients:**

Client satisfaction is ISO 9001's primary purpose. The processes are developed to maintain or exceed client satisfaction.

## **Identify and respond to business risks:**

Identify and mitigate risks before they become larger issues.

## **Decrease issues related to performance:**

Since ISO improves overall quality, there are fewer damaged and non-functional products.

## **Higher client retention:**

Clients can be retained since they are satisfied due to products that deliver better performances.

## **Identify new opportunities:**

More efficient and effective business management systems will make the identification of opportunities easier and clearer.

## **Increase revenues:**

Compared to companies that are not certified, an ISO 9001 certified company earns greater revenues due to an increase in both production and efficiency.

## **Gain international recognition:**

ISO 9001 is recognised as the global quality management standard



# Key Certification Steps

1

## REVIEW

Organisations should review and understand the ISO 9001 QMS standards from the ISO Store

Follow the requirements of the standard in developing your organisations QMS

2

## DEVELOP

3

## DOCUMENT

Utilise the Plan-Do-Check-Act methodology to systematically document and manage your QMS

## The right partner

At the heart of our business is a dedication to the client. Sustainable Certification understand for many business-owners, this could be their first attempt at certification and our goal is to make the process as simple and transparent as possible.

Our 'best in class' client portal provides clear insight of the certification status and audit process, giving you peace of mind at every stage.

Dedicated account managers give each client continual support for every step, making successful progression streamlined and hassle free.

# The Certification Journey

## Step 1: Application and Contract

Once the ISO 9001 management system has been developed and implemented, an organisation should choose a certification body usually based on criteria making the process simple, hassle free and adds value.

## Step 2: Pre Assessment (optional)

If you are unsure if your QMS meets the requirements, a gap analysis can be undertaken to evaluate against the system standard.

## Step 3: Stage One Audit

A review of your management system(s) documentation against the standard is undertaken. This is the first step in the certification process.

## Step 4: Certification Audit

The Certification Audit is conducted on site to verify that you have effectively implemented your own management system across your organisation.

## Step 5: Years 2 & 3 Certification Maintenance

Conduct a Surveillance Audit at least once every 12 months to check the ongoing implementation of management systems across your organisation.

## Step 6: Re-Certification

The cycle starts again, implementing stage one and stage two audits.



# Client Experiences

“Sustainable Certification’s approach really struck a chord with our ethos. The transparent and collaborative methodology aligned seamlessly with how Howatson+Co bridges their varied capabilities”

**Hoàng Nguyễn - Chief Data & Technology Officer, Howatson+Co**

“As a new client it was made easy to switch from a long-standing relationship to Sustainable Certification. A special call out to Maria Bouras & Renee Ladner who made the transition very easy. Very pleased so far”.

**Craig Hopwood, Supply Chain Manager, Faber Castell**

“Throughout the years I have been working with Sustainable certification it has been a thorough enjoyment with a very clear and precise approach to each audit with professional guidance for my business to achieve and sustain our ISO certifications”.

**Stuart Norton-Baker – Group QHSE Manager, Optic Security Group**

“The service provided flowed effortlessly with great communication from the auditor and Sustainable Certification. The auditors knowledge of the construction sector was a great benefit throughout the audit process.”

**Russell Sharp - HSEQ Manager, TVN On Country**



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GET A QUOTE

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