

# ISO 9001:2008

## Quality Management System



The ISO 9001:2008 standard is one of the most widely known standards, implemented by over 800,000 organisations in 162 countries.

The ISO 9001 standard has become an international reference for quality management requirements in business-to-business relationships.

ISO 9001 helps organisations of any type and size with “quality management” including:

- Fulfilling customers’ quality requirements
- Following applicable regulatory requirements
- Enhancing customer satisfaction
- Achieving continual performance improvement in pursuit of these objectives.

The standard has earned a worldwide reputation known as the “generic quality management system standard”, which can be applied to any organisation, large or small, whatever its business, product or service.

“Management system” refers to the organisation’s structure for managing its processes or business activities. This structure transforms input of resources into a product or service that meets the organisation’s business objectives, satisfies the customer’s quality requirements and complies with regulations.

ISO 9001 provides a framework of requirements for management to address customer focus, process the management approach, and pursue continuous performance improvement.

### THE BENEFITS:

- Achieve consistency of product / service quality and compliance with legal requirements
- Formalise Good Working Practices
- Assure satisfaction and added value to customers
- Reduce costs for quality
- Be internationally recognised as a well managed organisation and business

The ISO 9001 standard is based on the management principles as shown below. These principles can be used by senior management as a framework to guide organisations toward improved performance.

- Principle 1 - Customer focus
- Principle 2 - Leadership
- Principle 3 - Involvement of people
- Principle 4 - Process approach
- Principle 5 - System approach to management
- Principle 6 - Continual improvement
- Principle 7 - Factual approach to decision making
- Principle 8 - Mutually beneficial supplier relationships

Moody International is accredited by most of the primary international accreditation bodies to offer certification to a wide range of industry sectors and is a highly respected worldwide organisation renowned for its approach and service quality.

Moody International’s professional auditors work with clients to ensure the management systems are effectively maintained and continuously improved to meet customers’ growing expectations and legal statutory requirements.