Truly successful companies know their stakeholders. They permanently reach their intended results because they control their processes. Through responsible behavior they become trusted partners and gain decisive competitive advantages.

More than one million certified companies in the world take advantage of ISO 9001 as a tool for managing their organization and for improving their performance continuously. Effective quality management systems are characterized by clear business strategies and objectives, efficient and transparent processes and measurable results. The company’s management is included in the overall responsibility for the quality management and there is a clear focus on the overall context of the organization.

Basically, ISO 9001:2015 calls for an intensive look at all interested parties as well as all opportunities and risks. It aims to raise an organization’s awareness to meet the needs and expectations of customers and other relevant interested parties.

ISO 9001:2015 is focused on a company’s individual needs and allows to act future-proof even within changing market conditions. The standard is applicable to all sectors, both in the manufacturing industry as well as in service companies or public administrations - and in organizations of any size and complexity.

Source: DIN EN ISO 9001:2015-11
The principles of Quality Management

Customer satisfaction is the mirror of a company’s ability to perform. The first of the seven principles of quality management therefore requires consistent customer orientation – because that is how to recognize the best in class. The seven management principles provide orientation for the task of managing an organization in a focused and systematic manner, and to ensure continuous improvement. A company’s QM system is operating effectively when clear corporate goals have been defined; achievement of these objectives needs to be reflected in measurable results – based on meaningful key indicators that result from efficient and transparent processes.

- Customer focus
- Leadership
- Engagement of people
- Process approach
- Improvement
- Evidence-based decision making
- Relationship management

Benefits and success factors

- Win customer confidence
- Increase customer satisfaction
- Foster employee motivation
- Establish efficient and effective corporate processes
- Clearly define responsibilities
- Initiate continuous improvement
- Make decisions based on facts
- Minimize corporate risk
- Save time and operating costs
- Prevent errors instead of correcting them
- Improve corporate image
- Reduce information gaps
- Be able to react to changing market conditions in advance

Your way to the certificate

As part of the global DQS group with more than 57,000 certified locations worldwide, DQS is one of the most experienced providers of audit services and certification of management systems and processes. Our audits have many facets but only one focus: to thoroughly improve the value of your company. Based on an individual planning our audits provide a variety of starting points to make the right decisions and to implement improvements within your company. The certification process itself begins with the mutual acquaintance and the exchange of initial information for a meaningful offer.