

- **Training:** IMSM offer training to supplement your ISO; training with IMSM is flexible and delivered by experienced IMSM Trainers.

### What is involved?

- Our Consultant will perform a Gap Analysis which acts as the initial step in the review of your company's internal processes and practices or management systems, where applicable, to determine where your company is today in relation to achieving the standard.
- If required, IMSM will develop and deliver tailored training programmes for your staff to supplement your ISO certification. This ensures a full understanding and implementation of the quality controls being put in place by way of employee development.
- The external audit is the monitoring of your company's conformance to the ISO standard. IMSM will continually support your business through the aforementioned stages as well as leading up to the audit, offering support and guidance to conformity.
- Once ISO compliant, your organisation will be submitted to a certifying body. Upon successful completion of the audit assessment, your organisation will be awarded the ISO certification.

### Related Services

Beyond the Quality Management System of ISO 9001, IMSM can also introduce your business to a range of management system standards to help develop and grow a profitable business, including:

- ISO 14001 Environmental Management
- BS OHSAS 18001 Occupational Health and Safety Management
- ISO 27001 Information and Data Security
- ISO 22000 Food Safety Management
- AS 9100 Aerospace
- ISO/TS 16949 Automotive

These standards are all designed to be compatible with ISO 9001; and can be integrated to deliver audit efficiency, consistency and optimisation. To explore the ways ISO standards can help to improve your business, contact IMSM today for an informal discussion with your local IMSM Area Manager.

Email: [enquiries@imsm.com](mailto:enquiries@imsm.com)  
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## Quality Management Systems

### ISO 9001



iso specialists

## Business Challenge

At the heart of a successful business is the drive to deliver quality throughout every aspect of the business. In today's highly competitive global marketplace, a strategic framework will improve and better equip your organisation to win business over your competitors.

## Business Solution

ISO 9001 is the ultimate global benchmark for quality management. It is a critical tool for boosting your company's success, profitability and market potential.

Implementing ISO 9001 provides organisations with measurable improvements in their overall business performance. The philosophy behind ISO 9001: say what you do, do what you say, prove that you have done it.

## What is ISO 9001?

By far the most popular and established global management standard, the ISO 9001 is currently adopted by over a million companies in 176 countries throughout the world. This ISO standard can be applied to any type or size of organisation, from small family businesses, to multinational corporations, to government institutions.

ISO 9001 will generate continual performance improvement driven by a structured yet flexible framework for a client-focused Quality Management System. The Quality Management System (QMS) framework and requirements ensure a commonsense approach to the improved management of your business. The QMS is underpinned by a set of 8 principles: client focus, leadership, involvement of people, process approach, systematic approach to management, continual improvement, factual approach to decision making and mutually beneficial supplier relations.

## What are the benefits to your business?

- **Client satisfaction:** Consistently deliver products and a service that meet client expectation and requirements.
- **Reduce operating costs:** Improve efficiencies through the continual improvement of operating processes.
- **Improve competitiveness:** Create a higher profit potential.
- **Improve your market potential domestically and internationally:** Many procurement specifications require certification in order to supply.
- **Improve stakeholder relationships:** Develop mutually beneficial relationships and confidence with employees, clients and suppliers.

- **Demonstrate credentials:** Externally audited to recognised standards.
- **Improved risk management:** Greater consistency, accountability and traceability of products and services.

## Why choose IMSM?

The IMSM approach is based on a key set of principles in order to create balanced and sustained results for our clients:

- **Fixed fee:** IMSM ISO implementation is priced at a fixed rate from day one. No hidden charges, no unexpected invoices.
- **Flexible implementation:** Designed to fit around your business requirement and schedule.
- **Expertise:** All IMSM Consultants and Assessors have been successfully trained to the highest standard by an IRCA, or equivalent, approved training body and have earned a reputation of integrity for contributing value and best practice. IMSM guarantees that your Consultant and Assessor will be highly qualified and trained to assist your business to ISO certification.
- **Full service:** IMSM will produce the manuals and make the process as simple as possible by improving the systems already in place.

ISO 9001 - The quality standard that goes straight to your bottom line