# ISO 9001 Certification

## Gaining competitive advantage through quality

## BUSINESS CHALLENGE

Successful companies are those driven by quality - from the way they operate to the customer service standards they set and the products they deliver. Focusing on quality makes for a leaner, fitter organization, one that is better equipped to win new opportunities in an increasingly competitive global marketplace.

## SOLUTION

**What is ISO 9001?**
ISO 9001 is an international standard related to quality management, applicable to any organization from all types of business sectors and activities.

It is based on eight quality management principles (all fundamental to good business practice):

- Customer focus
- Leadership
- Involvement of people
- Process approach
- System approach to management
- Continual improvement
- Factual approach to decision-making
- Mutually beneficial supplier relationships

**What are the key benefits?**

- Demonstrate your commitment to quality
- As a benchmark, allows you to measure your progress towards continual improvement of business performance
- Help improve your organizational performance

## WHY CHOOSE BUREAU VERITAS CERTIFICATION?

**Expertise:** Bureau Veritas Certification is a worldwide leader with over 80,000 certified companies in 100 countries.

**Recognition:** Bureau Veritas Certification is recognized by more than 35 national and international accreditation bodies across the world to deliver ISO 9001 certification.

**Network:** We are present in 140 countries. This global presence means that our clients can receive the double advantage of international expertise combined with a genuine depth of local knowledge.

**Business understanding:** Our success is based upon a close working partnership, focused on driving your business forward with more than 6,500 specially trained auditors in order to deliver a certification service meaningful to your business.

**Combined services:** Bureau Veritas Certification offers the possibility of combined certifications to a large range of recognized standards, bringing consistency, optimization and efficiency.

## RELATED SERVICES

Beyond ISO 9001 certification, Bureau Veritas Certification offers certification to a large range of management system standards that include:

- ISO 14001, OHSAS 18001, SA8000
- ISO/TS 16949
- AS 9100 & EN 9100
- TL 9000
- SQAS, TDGA & TAPA
- ISO 22000, BRC, IFS, HACCP, GMP
- ISO 27001, ISP 20000

As most of these standards are built to be compatible with ISO 9001, Bureau Veritas Certification offers the possibility of:

- combined certification services, generating audit efficiency, consistency and optimization.
- VeriCert-a customised audit service

HOME

## OUR APPROACH

**Key steps in our approach are:**

- Contract signature
- Pre-audit (optional): gap analysis and diagnosis of your current position against the standard
- Certification audit (certificate issued)
- Surveillance visits to verify continual improvement
- Re-certification after 3 years through full audit or continual assessment

Following each step, a factual and comprehensive report is promptly delivered allowing your company to continually improve its Quality Management Performance.

## FAQ

**Why should my organisation implement ISO 9001?**

Customers are the lifeblood of any business! To retain customers – and to keep them satisfied – your product or service must meet their requirements. ISO 9001 provides tested and proven framework for taking a systematic approach to managing your business processes to meet and exceed those requirements. Bureau Veritas Certification offers the service of an independent third party specialist, who can review your management system and provide certification to the standard.

**How can I improve my management system?**

The current ISO 9001 is a vast improvement above the previous "1994" version of the standard (which is now replaced). It has less emphasis upon documentation with a greater focus on managing processes for meeting customer needs. The corresponding effect on organizational performance encouraged many Bureau Veritas Certification clients to adopt other standards such as ISO 14001 – to manage environmental risks and performance, OHSAS 18001 – to manage health & safety at work, etc.

## CASE STUDIES

Bharat Heavy Electricals Ltd (BHEL) a Navratna PSU and one of the largest Engineering Companies in India, involved Bureau Veritas Certification for the certification of all their units to ISO 9001 as early as 1992. BHEL was also probably the first Indian PSU to get certified to ISO 9001.

The certification of BHEL was one of the largest certifications ever undertaken by an Indian company. The certification covered thelr manufacturing sites all over India and Bureau Veritas was chosen because of its ability to provide an effective and consistent audit against the requirements of ISO 9001. Bureau Veritas Certification has been BHEL's constant certification partner till date in their pursuit of quality.

IBM chose BVQI to certify 400 locations worldwide. Using a global approach but with local auditors. Bureau Veritas Certification conducts the audits in a consistent and professional manner. These audits cover ISO 9001, ISO 14001 and ISO 27001.

BUREAU VERITAS

**Move Forward with Confidence**

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