



Add value.  
Inspire trust.

## ISO 9001:2015 Quality Management System

Competitive advantage through proven excellence



### Your challenges

Companies today are faced with rapid technology developments and increasingly complex market structures. They must minimise costs while offering products and services that surpass customers' expectations. In order to seize new opportunities and succeed in a competitive environment, business organisations need to demonstrate a high level of flexibility, efficiency and quality.

A quality management system (QMS) such as the ISO 9001 provides a structured approach to process improvements, thereby enhancing the competitive capacity of companies worldwide. Facilitating evolving market demands, ISO 9001 was revised in 2015, and is now more applicable to service-based businesses, as well as the manufacturing sector.

### What is the ISO 9001 QMS?

With more than one million certificates issued across 170 countries, ISO 9001 is the leading standard for QMS. The standard was developed to provide organisations with an efficient tool for quality management, regardless of size,

industry or location. It is applicable to all types of industries irrespective of the products and services they provide.

ISO 9001 also serves as the basis for many other sector-specific standards, including IATF 16949 (automotive) and AS/EN 9100 (aerospace), as well as widely used management system standards such as ISO 45001 (health and safety) and ISO 14001 (environmental).

Through its emphasis on process approach and risk based thinking, the ISO 9001:2015 facilitates a flexible and user-friendly QMS.

### Your business benefits

A structured approach to quality is of vital importance for any company committed to delivering on its promise. An ISO 9001 QMS is valuable for organisations looking to achieve:

- **Operational excellence** – through the implementation of an effective QMS, multiple and inter-connected activities can be systematically evaluated, managed and controlled.

- **Sustainable growth** – a powerful QMS addresses key challenges and leaves you better positioned to realise new opportunities.
- **A strong reputation** – in an increasingly complex business environment, trust remains a vital element for customers and stakeholders. A third-party certification confirms your structured approach to continuous improvement.

## How can we help you?

As an internationally accredited certification body, TÜV SÜD offers management system services to a global customer base. In addition to audits and assessments, our portfolio includes public training on ISO 9001 requirements.

Before a certification audit can take place, your organisation will need to implement the management system, documenting its effectiveness and compliance to the standard requirements.

### GET STARTED

Become familiar with ISO 9001 objectives

Identify gaps against relevant requirements

Outline and implement necessary measures

Document effectiveness and compliance

TÜV SÜD facilitates an efficient process for organisations which are approaching the ISO 9001 certification process.

### CERTIFICATION PROCESS

Stage 1 audit: Readiness review

Stage 2 audit: On-site

Your organisation identifies and implements measures to correct the root cause of any nonconformances identified by the audit

Issuance of ISO 9001 certificate

Annual surveillance audit to maintain certificate

## Why choose TÜV SÜD?

TÜV SÜD's auditors hold the necessary national and international accreditations for combined auditing exercises, thereby ensuring that your ISO 9001 certification is conducted with the highest degree of professionalism and conformance to international guidelines and standards. In addition, our auditors are required to follow a strict code of conduct through Auditor Codex that assures both you and your customers of our complete independence and impartiality. With vast experience across industries, TÜV SÜD auditors can support your organisation in reaching your aspired level of productivity and quality.



### The TÜV SÜD certification mark

Our world-wide recognised certification mark efficiently demonstrates your commitment to compliance and quality.

## Add value. Inspire trust.

TÜV SÜD is a trusted partner of choice for safety, security and sustainability solutions. It specialises in testing, certification, and auditing services. Through more than 24,000 employees across over 1,000 locations, the company adds value to customers and partners by enabling market access and managing risks. By anticipating technological developments and facilitating change, TÜV SÜD inspires trust in a physical and digital world to create a safer and more sustainable future.

### Related services

TÜV SÜD provides the following management system certification services:

- ISO 14001 – Environmental management
- ISO 45001 – Occupational health and safety
- ISO 50001 – Energy management
- ISO/IEC 27001 – Information security
- ISO/IEC 20000-1 – IT service
- IATF 16949 - Automotive