

# HOW CAN YOU IMPROVE PROCESSES & REDUCE INEFFICIENCIES?

TRANSFORM QUALITY MANAGEMENT WITH ISO 9001

**7 BE THE BENCHMARK**



ISO 9001

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WHEN YOU NEED TO BE SURE

**SGS**



# ABOUT ISO 9001

ISO 9001 Quality Management Systems documents the processes, procedures, and responsibilities for achieving quality policies and objectives. ISO 9001:2015 standard defines the way an organization operates to meet the requirements of its customers and stakeholders by these quality management principles:

- Customer focus
- Leadership
- Involvement of people
- Process approach
- Organizational context
- Continual improvement
- Fact-based decision making
- Risk-based thinking

ISO 9001 certification helps organizations to develop and improve performance, as well as demonstrate high levels of service quality when bidding for contracts.

## BENEFITS OF ISO 9001

- Operate more efficiently
- Meet statutory and regulatory requirements
- Reach new markets
- Identify and address risks

Organizations succeed by retaining competent employees, encouraging continuous enhancement of their knowledge and skills, and empowering them, encouraging engagement and recognizing achievements.

## THE ISO 9001 QUALITY MANAGEMENT SYSTEM



### CUSTOMER FOCUS

Understand and meet their customers' current and future requirements and expectations.

### LEADERSHIP

Success when leaders establish and maintain the internal environment in which employees can become fully involved

### INVOLVEMENT OF PEOPLE

Success by retaining competent employees encouraging continuous enhancement of their skills

### PROCESS APPROACH

Enhance performance when leaders manage and control their processes

### SYSTEM APPROACH TO MANAGEMENT

Sustain success when processes are managed as one coherent quality management system

### CONTINUOUS IMPROVEMENT

Maintain current levels of performance, respond to changing conditions and sustain focus on improvement.

### FACTUAL APPROACH TO DECISION MAKING

Success when they have established an evidence-based decision making process

### MUTUALLY BENEFICIAL SUPPLIER RELATIONSHIPS

Carefully managed relationships with suppliers and partners



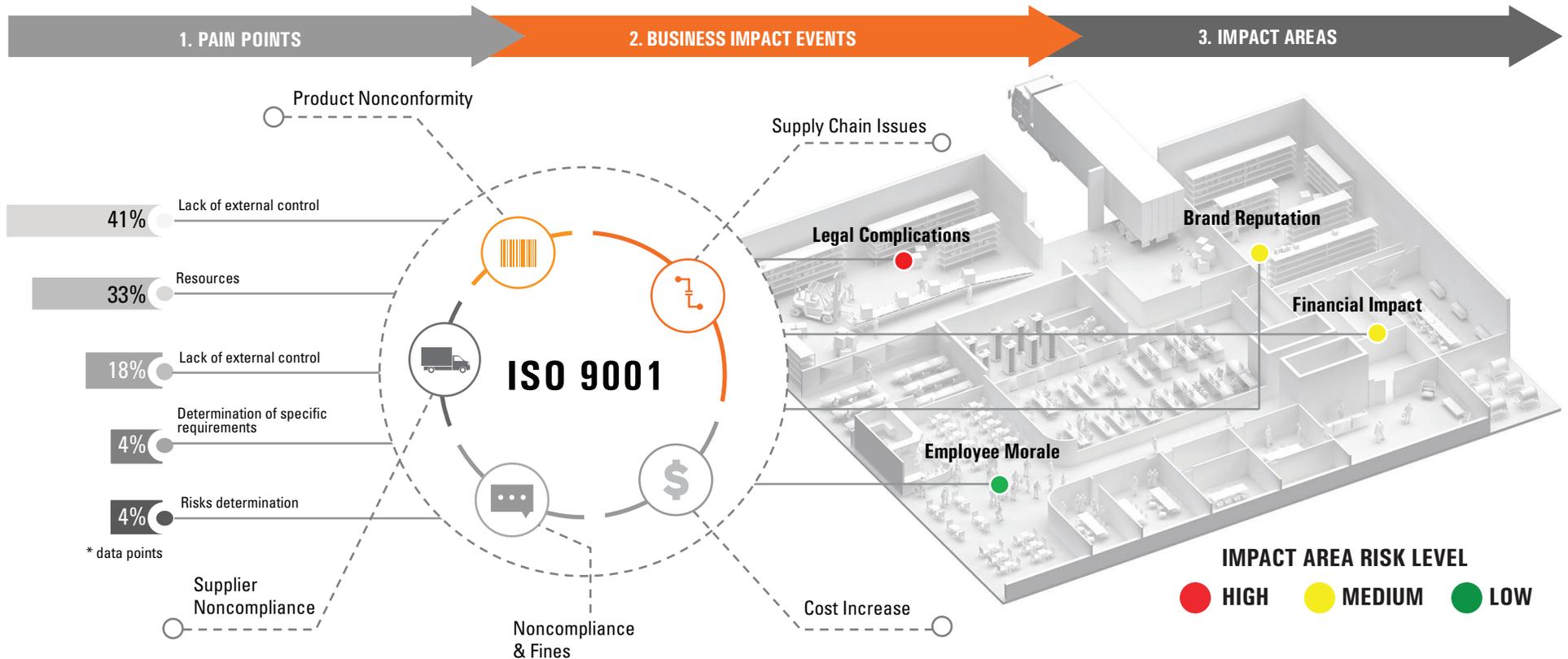
# WHAT ARE THE MOST COMMON ISO 9001 PAIN POINTS?

With our ISO 9001 analysis, SGS is able to find trends in our client’s data points and detect threats and areas of improvement. Each standard clause and their corresponding data points were reviewed, allowing us to discover the top pain point areas for the standard. Our methodology identifies the top five industry pain points based on the number of occurrences within our data set. Our technical and industry experts then map each pain point to the most likely event that can negatively affect operations, which we refer to as impact events. These events allow us to identify the risk level of the four main impact areas of an organization. The graphic below showcases this process for our ISO 9001 data and identifies Legal Complications as the highest risk factor.

## ISO 9001 DATA SPECIFICATIONS

**63,000 DATA POINTS**

**40,000 CERTIFICATES ISSUED**





# SGS ACADEMY TRAINING COURSES

SGS has the capabilities in place to deliver consistent, effective and high-quality training for ISO 9001.



## ISO 9001:2015 - QUALITY MANAGEMENT SYSTEMS AUDITOR/LEAD AUDITOR TRAINING

The objective of this course is to provide learners with the knowledge and skills required to perform third party audits of a Quality Management System against ISO 9001:2015 and in accordance with ISO 19011 and ISO 17021

**COURSE DETAILS / Duration: 40 hours**



## ISO 9001:2015 REQUIREMENTS FOR QUALITY MANAGEMENT SYSTEMS TRAINING

Build your knowledge, skills, and practical tool-kit to effectively understand and apply the requirements of ISO 9001:2015 to quality management systems.

**COURSE DETAILS / Duration: 2 days**



## ISO 9001:2015 INTERNAL AUDITOR FOR QUALITY MANAGEMENT SYSTEMS TRAINING

Build your knowledge, skills, and practical tool-kit to effectively perform internal audits for ISO 9001:2015 quality management systems.

**COURSE DETAILS / Duration: 2 days**



## ISO 9001:2015 LEAD AUDITOR FOR QUALITY MANAGEMENT SYSTEMS TRAINING

Build your knowledge, skills, and practical tool-kit to effectively lead quality management systems audit teams.

**COURSE DETAILS / Duration: 2 days**

### LEARNING MANAGEMENT SYSTEM

SGS Academy has a customized Learning Management System (LMS), fully integrated with our global training schedule. It provides management and employees with direct online access to relevant training programs and continuous professional development. SGS Academy LMS makes learning easier to organize, record and undertake. It has several advantages for learners and management

#### FOR LEARNERS

- **Intuitive:** uses recognizable online methods to enhance the training experience
- **Effective:** uses client data to target relevant courses, promoting continuous professional development
- **Transparency:** all training is recorded and can be accessed at any time

#### FOR MANAGERS

- **Reports:** has a relevant number of reports available. Managers can access the data they need in a suitable format
- **Invoicing:** complete control over invoicing, allowing budget supervision
- **Resource management:** provides complete command over all aspects of staff training



# WHY SGS?

SGS is the world’s leading inspection, verification, testing and certification company. SGS is recognized as the global benchmark for quality and integrity. With more than 94,000 employees, SGS operates a network of over 2,600 offices and laboratories around the world.

Enhancing products, processes, systems and skills is fundamental to your ongoing success and sustained growth. We enable you to continuously improve, transforming your products, services and value chain by increasing performance, managing risks, better meeting stakeholder requirements, and managing sustainability.

With a global presence, we have a history of successfully executing large scale, complex international projects. Our people speak the language, understand the culture of the local market and operate globally in a consistent, reliable and effective manner.

## SGS BUSINESS PRINCIPLES

- Integrity
- Health, Safety, & Environment
- Quality and Professionalism
- Respect
- Corporate Sustainability
- Leadership

## YOUR STEPS TO CERTIFICATION



## HOW SGS CAN HELP



TRAINING



PRE AUDIT



CERTIFICATION AUDIT



REFERENCE MATERIALS

## CONTACT SGS



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