

# Lakshy Management Consultant Pvt. Ltd.

## ISO 9001:2008 Certification

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**A tool for business excellence**



# WHAT IS ISO ?

- ISO –Greek word “isos” means “equal”
- pronunciation “eye-soh”
- ISO is a worldwide federation of national standards from more than 140 countries.
- ISO is a non-governmental organization established in 1947 with head quarters in Geneva, Switzerland.

# MISSION OF ISO

- To promote the development of standardization with a view to facilitate international exchange of goods and services.
- Provide a single set of standards that are recognized and respected everywhere.

# WHAT IS ISO 9001?

- An International Standard and a Set of Guidance Documents Intended for Organizations in all Types of Industries for Quality Management.
- ISO 9000 Focuses on Managing an Organization's Key Processes for optimum & consistent out-put quality.

# Objectives of ISO 9001

- To provide a framework for organizational effectiveness
- To assure consistency in products and services delivered to customers
- Increase customer satisfaction

# WHY ISO 9001?

- Worldwide Business Requirement
- Complete System for Quality Management
- Competitive Advantage
- Excellent Marketing Tool

**ISO 9000 sets out how a company can establish an effective quality management system to meet its Stakeholders' needs.....**

# Internal Benefits of ISO 9001

- Better management of core business processes
- Increased awareness of quality among staff
- Improved productivity and quality
- Improved internal communications
- Reduced wastage and cost per unit/service

# External Benefits of ISO 9001

- Improved customer satisfaction
- Higher perceived quality by market place
- Quick response to the new market requirements.
- Enhanced competitive edge
- Increased market share

# ISO Registration resulted in:

- 30% Reduction in customer complaints
- 95% improvement in delivery time
- Reduced defects from 3% to 0.5%
- 40% reduction in product cycle time.
- 20% increase in on-time delivery
- International acceptance and recognition
- Facilitated trade in international markets

# Registered companies site the benefits of ISO 9001 Registration as:

- Improved management
  - 86% of respondents
- Better customer service
  - 73% of respondents
- Improved efficiency
  - 69% of respondents

# Registered companies site the benefits of ISO 9001 Registration:

- Reduced waste
  - 53% of respondents
- Improved staff motivation
  - 50% of respondents
- Reduced costs
  - 40% of respondents

# Irwin Professional Publishing survey results show:



- 70% Of registered companies experience increased customer demand.
- 69% Of registered companies have a competitive advantage in their market.
- 83% Of registered companies products have higher perceived quality in the marketplace.

# ***Need More Information.....?***



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