

Lakshy Management Consultant Pvt. Ltd.

ISO 9001:2000 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 9000?

- 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 9000

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

WHY ISO 9000?

- 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 9000

- 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 9000

- 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
- Promoting of safety, reliability and quality in food products.

Registered companies site the benefits of ISO 9000 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 9000 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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