

Quality Management System

ISO 9001 QUALITY MANAGEMENT SYSTEM

WHY ISO 9001?

- 1) It ensures that the personnel are a part of the quality.
- 2) Better understanding of customer expectations and ensures the increase in satisfaction of clients.
- 3) The organization enables better management.
- 4) Reduces the losses arising from poor quality .
- 5) Creates an infrastructure to ensure permanent improvement.
- 6) Ensures the contunuity of the product / service quality.
- 7) Ensures a wide spectrum of monitoring and control of the activities .
- 8) Increases the internal communication of the establishment
- 9) It is a significant step towards institutionalization.
- 10) Increases the sense of confidence of the customers.
- 11) Ensures acceptance both at the national and international level.
- 12) Increases competitive power and market share.

The industrial, technological and similar developments that the societies of today are undergoing have forced them into a ruthless competition through which always new novelties come to the fore. In order to survive in this environment of dazzling developments and competition , the companies from all sectors must ensure the production of products and services which meet the expectations and needs of the customers . And this is only possible through the implementation of a quality management system which begins at the phase of procurement and covers all phases including marketing, design, production, quality control and after -sale services.

Definition of ISO

ISO is the abbreviation for "International Organization for standardizasyon," i.e. it is a quality management standart introduced by the international standardization organization. ISO 9001 certificate on



the other hand documents the assurance that the products and services of the related establishment have been produced as a result of an understanding of management which is directed in accordance with an internationally accepted management system and that consequently the quality of the products and services of the related establishment may be maintained permanently.

What is ISO 9000?: It is a set of standarts which is published by ISO for the purpose of providing guidance for the establishment and development of the quality management system, with a view to

increasing the customer satisfaction of the organizations.

What is ISO 9001? : This is a standard in which the conditions which are required to be applied during the foundation of the management systems are defined and which is subject to the audit of certification. It is the name of the certificate issued for this purpose.

ISO 9001 series of quality standards makes it clear how an effective management system may be established, documented and maintained .



ISO 9001 Certificate documents the assurance that the products and services of the related establishment have been produced on the basis of an understanding of management which is directed in accordance with an internationally accepted management system and that consequently the quality of the products and services of the related establishment may be maintained permanently.

ISO 9001 provides a mechanism of permanent improvement and discipline for your establishment besides market advantage. Every problem is considered as an opportunity for betterment in an establishment which is the holder of ISO 9001. What is more

important than solving a problem is to prevent the recurrence thereof.



ISO 9001:2008 version

ISO 9000 Standard, is reviewed once every five years and republished by making the necessary revisions in line with the opinions and needs of the practitioners. The number 2008 indicates that the related version of the review has been made and published in the year 2008. Next version coming is : 2015 , where there is 3 year transition period.



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QUALITY MANAGEMENT PRINCIPLES

ISO 9001:2008 Quality Management System Outdoor Benefits

- 1) Strengthening the organization's image
- 2) Customer satisfaction
- 3) Customer growth
- 4) Increased competitiveness
- 5) Better supplier relationships

ISO 9001:2008 Structure of Clauses

- 1) Scope
- 2) Reference to information
- 3) Terms and Definitions
- 4) Quality management system
- 5) Management Responsibility
- 6) Resource management
- 7) Product Realization
- 8) Measurement, analysis and improvement

Customer focused approach:

The establishments are dependent on their customers. For that reason they must understand the existing and future needs of their customers and must show maximum effort in order to surpass the expectations of the customers .

Leadership ;

The leaders makes organizations and determine the unity of direction and purpose. The leader must create and maintain such an environment within the company that the members of the company must be able to participate jointly in the attainment of the goals of the establishment.

Participation of the employees :

Employees from all levels are an asset of the company and shall be in a position to use their capabilities in line with the interests of the company if they are given the possibility of complete participation .

Process Approach : When the activities and the related resources are managed as a process, successful results shall be obtained in a much more effective manner.

P Plan... Determine the goals&processes

D Do...
Implement the processes

C Check...
Follow up & measure

A Act...
Ensure continually improvement

System approach to management :

Determination, understanding and management of the interrelated processes as a system ensures the effectivity of the establishments and and efficiency in the realization of their goals.

Permanent improvement : The permanent improvement of the performance of the establishment as a whole must be a lasting goal of the establishment .

Improvement: Means the enhancement of the specifications and characteristics of the establishment and / or the enhancement of the effectiveness and efficiency of the processes which are used to produce and distribute them

Realist approach in decision making: The ability to take effective decisions depends



on the analysis of data and information

Supplier relations based on mutual interests : An establishment and its supplier are interdependent and it is for their mutual interests to develop their capabilities for creating a value.



ISO 9001:2008 Quality Management System Indoor Benefits

- 1) Effectiveness of management
- 2) Positive cultural change
- 3) The creation of quality consciousness
- 4) Better documentation
- 5) Systematic to Standardization and consistency
- 6) Efficiency and productivity increase
- 7) Reduction of costs
- 8) It is an important step towards institutionalizing



As BvA Belgelendirme ve Dış Tic. Ltd. Şti. we provide certification of ISO 9001 Quality Management System over BvA Certification with TÜRKAK accreditation or over Certification Europe with INAB accreditation.



BVA Belgelendirme ve Dış Ticaret Ltd. Şti.

Gayrettepe Mah. Yıldız Posta Cad. Akın Sitesi 1. Blok No:6 Kat:4 D:9 Beşiktaş 34349 - İstanbul - TÜRKİYE
Tel +90-212-347 0865 (pbx) Faks : +90-212-273 2829 Web: www.bva.tc e-mail: info@bva.tc