



## ISO 9001 QUALITY MANAGEMENT SYSTEM CERTIFICATION

ACHIEVE CUSTOMER SATISFACTION AND CONTINUAL IMPROVEMENT PRACTICES WITH THE ISO 9001 CERTIFICATION

*The ISO 9001 Quality Management standard helps organizations to demonstrate commitment to meet customer and stakeholder satisfaction by implementing the highest standards of quality. Organizations that have adopted the principles of ISO 9001 often realize considerable improvements in their day-to-day operations, with business gains.*

*ISO 9001 Certification is not just suitable for large organizations but also small businesses that will benefit from adopting efficient Quality Management System that will save time and cost, improve efficiency and improve customer relationships.*

[www.pecb.com](http://www.pecb.com)

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### **BENEFITS OF ISO 9001 CERTIFICATION TO YOUR ORGANIZATION:**

- Improved performance of affected processes
- Provides senior management with an efficient management process
- Demonstrated compliance with customer, regulatory and/or other requirements
- Sets out areas of responsibility across the organization
- In some countries mandatory if you want to tender for some public sector work
- Communicates a positive message to staff and customers
- Identifies and encourages more efficient and time saving processes
- Reduced operating costs related to waste, rework and non-value added activities
- Provides continual assessment and improvement
- Increased market share as a certified organization
- Maintaining satisfied customers and gaining potential customers
- Puts forward true value through enhancement of marketing opportunities

### **BENEFITS OF ISO 9001 CERTIFICATION TO YOUR CUSTOMERS:**

- Improved quality and service
- Quality assurance
- On time delivery
- Right first time approach
- Fewer returned products and complaints
- Independent audit demonstrates commitment to quality

### **UNDERSTANDING THE CERTIFICATION PROCESS**

ISO 9001 certification (also known as “registration”) is granted by a third-party, such as PECB, upon verifying through an audit that the organization is in compliance with the requirements of the ISO 9001 standard. This certification is then maintained through scheduled annual surveillance audits by the registrar, with re-certification of the Quality Management System performed on a triannual basis.

- Step 1. Pre-Audit (Optional)- It must be done at least 3 months before Certification Audit
- Step 2. Audit Plan - Plan for audit has to be mutually agreed
- Step 3. Audit Stage 1 & 2 - Non-conformities must be closed at least 3 months after audit conclusions
- Step 4. Initial Certification - Certificate will be issued within 2 weeks after successful audit closing

Once certification has been obtained, the organization will be subjected to two surveillance audits within 24 months from the initial certification:

- Surveillance Audit Stage 1 - No longer than 12 months from the initial certification audit
- Surveillance Audit Stage 2 - No longer than 12 months from the 1st surveillance audit



## WHY CHOOSE PECB?

PECB is a certification body for persons, management systems, and products on a wide range of international standards. As a global provider of training, examination, audit, and certification services, PECB offers its expertise on multiple fields, including but not limited to Quality Management.

We help organizations to show commitment and competence with internationally recognized standards by providing this assurance through the education, evaluation and certification against rigorous, internationally recognized competence requirements. With a global coverage of more than 700 partners in over 150 countries worldwide, our mission is to provide our clients comprehensive services that inspire trust, continual improvement, demonstrate recognition, and benefit society as a whole.

To find out how you can obtain the ISO 9001 certification, contact [info@nethostlegislation.co.uk](mailto:info@nethostlegislation.co.uk)

## PECB CERTIFICATION PROCESS

PRE-AUDIT  
(FACULTATIVE)

STAGE 1 AUDIT

STAGE 2 AUDIT

YEAR 2  
(SURVEILLANCE AUDIT)

YEAR 3  
(SURVEILLANCE AUDIT)

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