

# ISO 9001- Quality management system

ISO 9001:2015 is designed to assist with the following:

- Increase customer satisfaction and retention
- Enhance marketing
- Improve employee motivation, awareness and morale
- Promote international trade
- Increase profit
- Reduce waste
- Increase productivity

Certification according to ISO 9001:2015 is demonstrating that the organization fulfills the requirements of the standard. A central purpose of the standard and the certification is to verify that the organization is able to improve its process on a continual basis. Certification by an external body creates trust.

## How does the certification process work?

The certification process consists of two phases:

- **Phase 1** consists of a visit to the business in order to review the status of the organization, system documentation, infrastructure, etc. This assesses the maturity of the quality management system.
- **Phase 2** is the certification audit aiming to verify that the system documentation meets the requirements of ISO 9001-standard. The certification audit will give feedback to the organization on issues that are not in conformance with the standard and that needs to be corrected before a certificate can be issued.

The certificate will be valid for 3 years after being granted. During this period, annual surveillance audits will be conducted.

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