ISO 9001:2015 IMPLEMENTATION GUIDE

BENEFITS OF IMPLEMENTATION

The benefits of implementing a Quality Management System which is compliant with ISO 9001 can be far-reaching. Simply adopting a process approach to operations can immediately _____ areas for improvement. Documenting processes in a meaningful way can also help with communicating quality actions and strategy to people at all levels. Inductions and training are linked directly to business objectives and people within the organisation are clear on their contribution to _____ performance and success.

Adopting a customer focus adds value for customers and is likely to **enhance** their satisfaction and **loyalty**. Repeat business is less _____ to achieve than new business so it pays to keep your current customers happy.

Not only can a Quality Management System (QMS) enhance your customers' satisfaction, it will also have a positive impact on your reputation. Being able to demonstrate a formal commitment to quality is often a pre-requisite for formal **tendering** procedures, in particular for public sector contracts. Having a certified QMS can open doors to a _____ of contract opportunities and **therefore** potentially **boost** your revenue and market share.

Implementing a QMS can also help you to be more efficient. Using resources, this includes people, materials, time, money and external partners and suppliers, as effectively and _____ as possible has a direct positive impact on profitability.

Involving the people within your business **fosters** deeper engagement with operations. This can **lead to** reduced **turnover** of staff, better productivity, enhanced trust and collaboration and a skilled and happy _____ .

Consistent and predictable **outcomes** lead to greater understanding of capability and capacity. Understanding organisational capability and capacity can help you to manage _____ and the associated risks.

Focusing on **root cause** analysis when investigating problems ensures solutions are robust and improvements are effective. **Ongoing** monitoring and measuring provides evidence of the _____ of processes and can demonstrate the effectiveness of previous decisions and actions. (Remember the quality principle of evidence-based decision-making.)

A QMS also helps you to manage your supply _____. Encouraging strong, effective communication between parties ensures expectations and requirements are clear before everyone is committed. This leads to improvement opportunities for mutual benefit.

EFFICIENTLY

EFFECTIVENESS

CHAIN

RANGE

COSTLY

WORKFORCE

HIGHLIGHT

GROWTH

OVERALL