

A Quality Management System based upon the international standard **BS EN ISO 9001:2008** helps organisations to operate in a more effective and efficient manner, giving the management greater control over the processes. Many potential customers, when selecting suppliers, look for organisations who are certificated to ISO 9001, by a recognised third party.

Some key **Features** of the ISO 9001 standard include...

- *Quality Policy, Manual, Operating Procedures and control over Documentation and Records*
- *Management Planning, Objective Setting, Performance Monitoring and Review*
- *Customer Communication (defining individual requirements, feedback & complaint management)*
- *Product/Service Provision, (design, purchasing, work-flow, checking, traceability, calibration, etc)*
- *Definition of Roles, Responsibility & Authority and Internal Communication Processes*
- *Resources (Competence, Training & Awareness / Infrastructure & Work Environment)*
- *Corrective/Preventive Actions, Risk Management & Continual Improvement Processes*
- *Independent/Impartial Internal Auditing*

The **Benefits** of implementing the principles of ISO 9001 would typically include...

- *A problem free customer experience, resulting in potential repeat business and recommendations*
- *Fewer day-to-day problems, making life easier for management & improving staff morale*
- *Improvements in the profile of the organisation, when marketing or bidding for work*

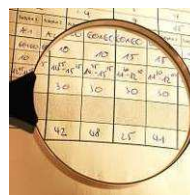
The first step in establishing a new Quality System is to undertake a gap analysis, ascertaining relative compliance to ISO 9001. Once the current situation is clear, we commence with development of necessary activities and documentation, in a format which is not only compliant to the standard, but suitable for the individual organisation and people involved.

Since 1989 we have developed and implemented quality management systems for hundreds of organisations, from a hugely diverse range of public and private industries, from very small businesses, through to companies of over 1000 employees. Now ISO 9001 registered many of these clients retain our services to help maintain their certification and facilitate improvement.

Whist we are independent and can work with any UKAS regulated certification body, in 2007 we were approved by the British Standards Institution (BSI) as associate consultants, meaning that when their own clients require support, they are happy to recommend Admac's services.

Our style is not just to act purely as advisors, nor is it to carry out the entire project upon our client's behalf... we aim for a balance in-between the two. We identify areas of non-compliance, develop appropriate documentation and assist in the implementation of any necessary changes to the processes. The result that we work to achieve is a comprehensive, bespoke quality management system, which is owned and understood by the client, without having needed to tie down large amounts of input time from our client's representatives.

Cost:- Due to differing complexity, scale and the timeframe in which certification is desired, our normal approach is to make a brief, free of charge, visit to our clients site, to clarify specific requirements, from which we prepare an individual quotation for our support services.



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