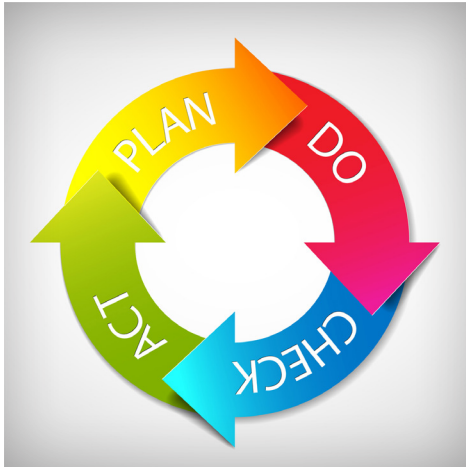




# Quality Management System

ISO 9001

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**Truly successful companies know their customers' needs. They fulfill requirements because they control their processes and ensure quality in the long-term. Companies with these success factors and the resultant outcomes have the edge in today's competitive marketplace.**

There are more than 1.3 million certified companies in the world that have taken advantage of ISO 9001 as a tool for managing their organization and improving their performance. The standard contains internationally applicable requirements for the quality of products, services, and development. A quality management system helps to identify opportunities for improvement and fulfill the requirements of customers, suppliers and other interested parties. It also allows organizations to optimize their processes, while at the same time reducing costs. Further improvements may be realized by combining ISO 9001 with ISO 14001 (Environmental Management) or BS OHSAS 18001 (Occupational Health and Safety).

Due to its fundamental character, ISO 9001 also acts as the foundation upon which other standards may be established, including ISO/TS 16949 (Automotive), AS9100 (Aerospace) or TL 9000 (Telecommunication).

## Benefits of ISO 9001 Registration

The best evidence of an organization's quality is continuously improving results.

Benefits include:

- Improve customer satisfaction
- Increase employee motivation
- Clearly define responsibilities
- Efficient and effective corporate processes
- Reduce corporate risk
- Continuous improvement

## Process Model

### Conformity and Value Generation

The independent and expert assessment of a management system provides top management with the assurance that the system conforms to the requirements of the standard. The insight that is gained from an audit on whether or not the management system is suitable for achieving the desired results is critically important. DQS Inc. suggests improvements and supports the decision-making process.

### Seven Principles of Quality Management

The seven management principles guide the task of managing an organization in a focused and systematic manner ensuring continuous improvement.

1. *Customer Focus*
2. *Leadership*
3. *Engagement of People*
4. *Process Approach*
5. *Improvement*
6. *Evidence-Based Decision Making*
7. *Relationship Management*