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Stone Applications: ISO:9001 Explained in plain English

Prerequisites to gaining ISO 9001 certification:

To achieve certification an organisation must show that it has a robust management system and a 'process approach' to apply that system. The management system is based on eight principles that international experts agree at the heart of operational excellence:

Customer focus

Leadership

Involvement of People

Process Approach

System Approach to Management

Continual improvement

Factual approach to decision making

Mutually beneficial supplier relationships

A process approach means having a step-by-step sequence of actions:

“Say What It Does” – document day to day operating procedures and systems

“Do What It Says” – work in accordance with those procedures and systems

“Prove It” – with a certification audit which confirms, from records, that the procedures and systems meet the requirements of ISO 9001 and are operated in accordance with the standard.

Certification is how a business demonstrates it has implemented this approach, the process of implementing the 8 principles using a process approach is what has been proved time and time again to transform businesses.