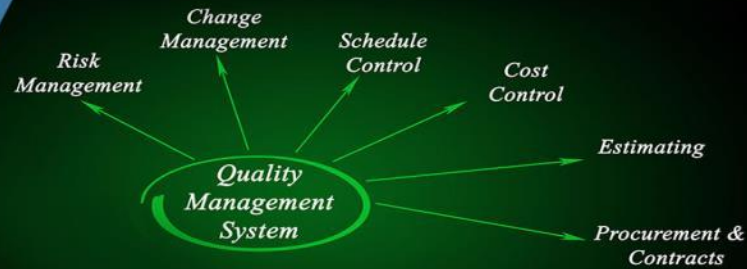


# ISO 9001:2015 CERTIFICATION



## WHO IS CONCERNED?

Companies of any category, regardless of their business sector or size, with an aim to providing a product or service of quality and achieving customer satisfaction, while at the same time continually improving their performance in terms of effectiveness and efficiency.

## FRAMEWORK

Over the past few years, globalisation and the economic downturn along with an ever-changing and increasingly complex socio-economic context have called for a greater consolidation of the many management systems applicable to companies. This scenario has led to the need of issuing a new edition of the ISO 9001 standard, ISO 9001:2015.


The ISO 9001:2015 standard takes into consideration the entire system of needs and expectations of all interested parties (in terms of environmental protection, health and safety, social responsibility, energy management, privacy, etc.) within the specific business environment in which an organisation operates and which may contribute to enhance customer satisfaction.

Customer satisfaction, therefore, is directly related to that of the other interested parties (members of the community, company employees, etc.) and to having a socially responsible approach to the standard.

To this end, the quality management system model has become more flexible in order to improve its interaction with other models and management techniques used by organisations in their activities. Since all management systems - regardless of their specific application - have the common purpose of eliminating or reducing the risks due to the variability and complexity of the relevant business environment, the new edition of ISO 9001: 2015 contains elements of risk management.

## OUR SERVICES

CERTIQUALITY enjoys multi-sectoral experience in the optimisation of the quality management systems of certified companies and organisations through the knowledge of the specific organisational processes of each organisation, and offers:

- ✓ Auditing which can cover several standards, and be planned and prepared according to the specific needs of an organization;
- ✓ Assistance in the optimisation of a quality management system's efficiency, with identification of the strengths and weaknesses of the system;
- ✓ Added value to the audit through the in-depth analysis of internal procedures and the specific characteristics of the relevant processes in order to provide guidance for the improvement of any identified weaknesses;
- ✓ The experience, competence and professionalism of its auditors who are knowledgeable in the typical processes of each organisation's business sector and in the relevant product supply chain, and whose qualifications are recognised by auditing certification bodies and recorded with appropriate registries;
- ✓ Auditing to assess the progress and comprehensiveness of the implementation of management systems according to the ISO 9001:2015 standard, following the introduction of new requirements in the latest edition;
- ✓ Our Certiquality /  SmartCert® ISO 9004:2009 self-assessment service, on demand, for confirmation of the maturity level reached by an organization on specific matters.

## YOUR BENEFITS

- ✓ Demonstrate your ability to continually provide reliable products and services;
- ✓ Provide evidence of your organisation's commitment to striving for continual improvement;
- ✓ Manage risk from a contextual analysis of your organisation in order to identify business development and other opportunities, as well as potential threats;
- ✓ Improve work organisation within your company;
- ✓ Promote streamlining and the process optimisation through the implementation of standard requirements, improving efficiency and effectiveness in order to increase organizational efficiency, productivity and profitability;
- ✓ Promote the development of human resources by actively involving the whole of your staff in process improvement;
- ✓ Reduce the number of nonconformities and the internal costs of poor quality in product and services;
- ✓ Provide documented information explaining how to keep critical tasks of a process under control;
- ✓ Convey to people within your organisation a greater sense of conscious involvement in operational management and the resulting improvement of the products and services provided;
- ✓ Enhance customer satisfaction by keeping in mind the needs and expectations of interested parties to your activities.

## THE CERTIFICATION PROCESS

- ✓ The certification process involves the following steps:
- ✓ Application for certification;
- ✓ Acceptance of Certiquality's offer;
- ✓ Performance of a preliminary audit (optional);
- ✓ Performance of a certification audit (in two stages);
- ✓ Management of any identified deficiencies;
- ✓ Deliberation by the Certiquality Technical Commission;
- ✓ Surveillance audits.



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