



AUSTRALIA PACIFIC INDUSTRY CERTIFICATION

Your Pathway to ISO 9001:2015 Certification



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Introduction



ISO9001: What is it?

- ISO 9001 is for quality management.
- Quality refers to all those features of a product (or service) that are required by the customer.
- Quality management means what the organization does to ensure that its products or services satisfy the customer's quality requirements and
- comply with any regulations applicable to those products or services.
- Quality management also means what the organization does to
 - enhance **customer satisfaction**, and
 - achieve **continual improvement** of its performance.



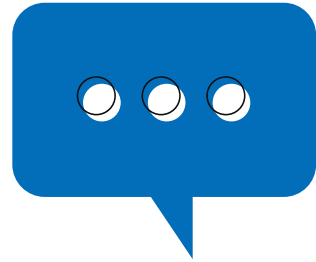
Introduction

ISO9001: What does it do for me?

Implementing a quality management system will help you:

- Work in a more efficient way as all your processes will be aligned and understood by everyone in the business or organization. This increases productivity and efficiency, bringing internal costs down.
- Meet the necessary statutory and regulatory requirements.
- Expand into new markets, as some sectors and clients require ISO 9001 before doing business.
- Identify and address the risks associated with your organization





***Quality is the best
business plan.***

Message from APIC

Customer satisfaction is a key focus of ISO 9001. The standard **requires** that your organization not only determines if customer requirements have been met but also monitors your customers' subjective perception of it. This almost inevitably ensures that a properly implemented quality management system will deliver customer satisfaction.

A happy, engaged, well-trained and competent workforce is a productive workforce. Employee satisfaction is a major benefit of ISO 9001.

It shouldn't come as a surprise that the most important benefits of ISO 9001 are operational rather than marketing. ISO 9001 was designed as a tool for companies to improve their operations and bottom line; certifications and marketing benefits came later.



Reasons ISO 9001 is a priority

ISO 9001:2015 is an international standard dedicated to Quality Management Systems (QMS).



Improved customer satisfaction and loyalty

The importance of meeting – and indeed exceeding – customer expectations can't be overstated. Satisfied customers will be retained: they will become repeat customers and eventually develop a strong sense of loyalty.



Happier and more competent employees

The feeling of being empowered plays a major role in boosting job satisfaction. ISO 9001 fosters a strong supportive culture that engenders enthusiasm, engagement, and increased productivity.



Better quality products and services

Using ISO 9001 helps ensure that customers get consistent, good-quality products and services, which in turn brings many business benefits.



Increased efficiency, fewer mistakes, and less wasted time

Several of the Standard's requirements result – directly and indirectly – to improvements to operational processes, both in terms of efficiency and reliability.



Reduced overall risks

Risk-based thinking is an important component of the 9001 Standard. The Standard emphasizes that risk should be identified and mitigated throughout the entire organization. And it's not only top management that's responsible – all employees need to be involved.



What is your customer satisfaction rate?

Your customer experience is the main differentiator between you and your competitors, and all of the customer service statistics back it up.



Happy customers give your business longevity.

68%

consumers say they are willing to pay more for products and services from a brand known to offer good customer service experiences.

63%

consumers expect businesses to know their unique needs and expectations

RefSalesforce reserach



Steps to ISO 9001 Certificate

**Develop the
Quality
management
system**

**Implement the
Quality
management
system**

**Verify the
Quality
management
system**

A successful certification is one where the **Quality Management System** is in place and can be demonstrated.

Document preparation

Communicating effectively with staff, Training

Check if the quality management system is effective

Quality manuals, Control procedures

Include all internal and external parties

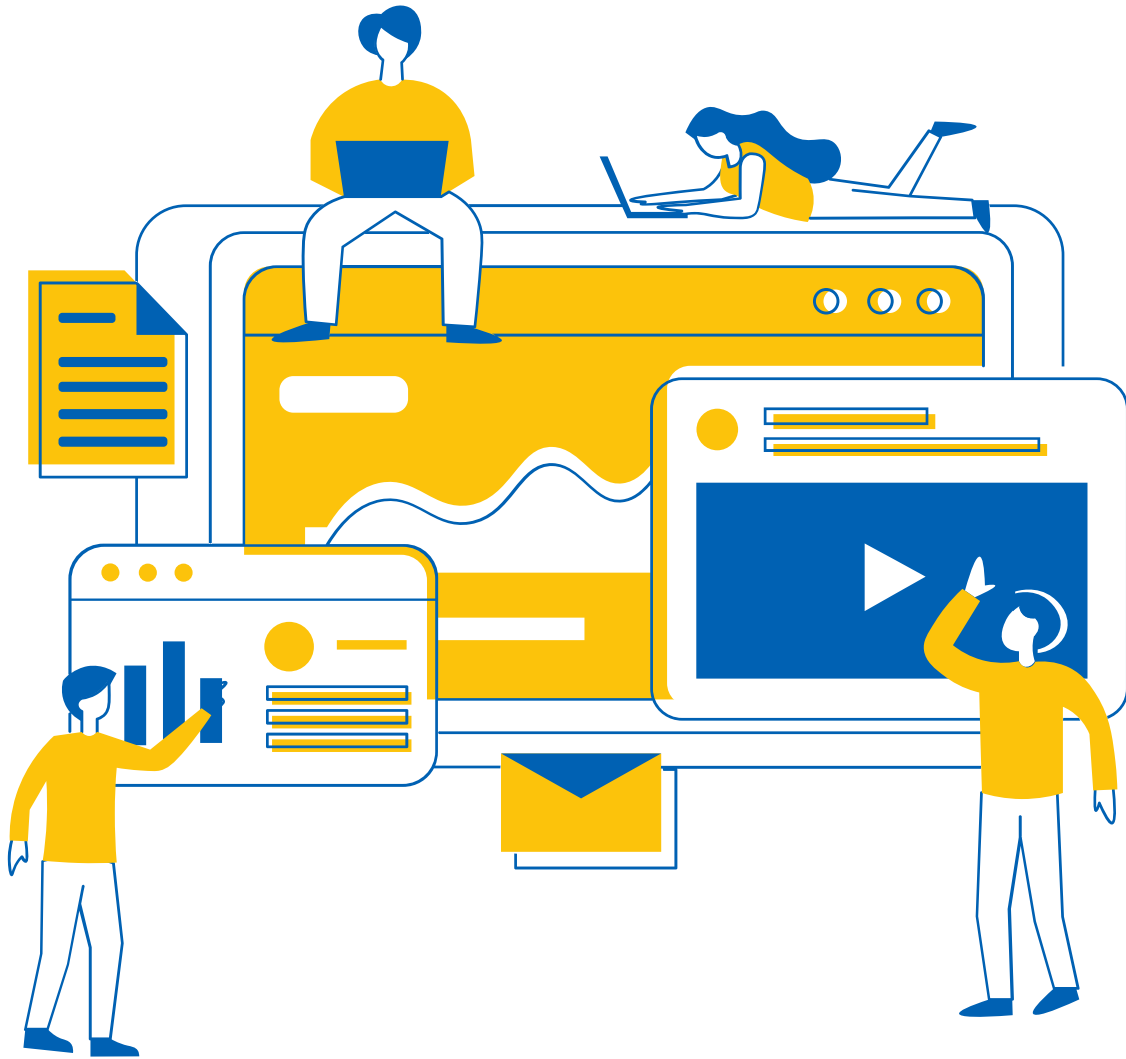
Tool for management to evaluate the Quality management system implementation

Internal Audit procedures

Provide direction, support and oversight through a formal management review.

Internal audit identify the corrections and tasks to do

Our commitment



01

Document preparation

We prepare and maintain your Quality Management System documentation and procedures.

02

Training

We ensure employees are aware of the requirements, procedures and their relevant responsibilities.

03

Internal Audit

We conduct annual Internal Audits to ensure your Quality Management system has been maintained in compliance with the requirements of the certification standard.



Our Action

Your ISO Certification Project Plan will include:

Documents

- Quality Manual
- Quality Policy
- Procedures
- Form templates



Training

- Training Plan
- Training delivery
- Competency assessment



Verification

- Internal audit planning
- Conducting internal audit
- Improvement actions
- Performance review



ISO Certification



Why Us?

At [Australia Pacific Industry Certification](#) we understand the importance of ISO certification in enhancing business operations, improving efficiency, and gaining a competitive edge. Our team of highly skilled professionals possesses extensive knowledge and expertise in various industry sectors, enabling us to cater to the unique needs and requirements of each client.

Offering business improvement solutions in different aspects, either to get certifications or just to have the best practice, will help SMEs to improve customer satisfaction, and cost-efficiency and avoid unwanted complications.

We work step by step with you to enhance your business by offering training, document preparations and gap analysis which leads to ISO Certification and creates a competitive advantage your customers love.





Let's collaborate

We thank you for your trust in us and giving us this opportunity to introduce ourselves.

Contact

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