S M E D A

How to Have ISO Certification for your Business.

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1   INTRODUCTION TO SMEDA

The Small and Medium Enterprises Development Authority (SMEDA) was established in October 1998 with an objective to provide fresh impetus to the economy through development of Small and Medium Enterprises (SMEs).

With a mission "to assist in employment generation and value addition to the national income, through development of the SME sector, by helping increase the number, scale and competitiveness of SMEs", SMEDA has carried out 'sectoral research' to identify policy, access to finance, business development services, strategic initiatives and institutional collaboration and networking initiatives.

2   DISCLAIMER

This information memorandum is to introduce the subject matter and provide a general idea and information on the said matter. Although, the material included in this document is based on data/information gathered from various reliable sources; however, it is based upon certain assumptions, which may differ from case to case. The information has been provided on as is where is basis without any warranties orassertions as to the correctness or soundness thereof. Although, due care and diligence has been taken to compile this document, the contained information may vary due to any change in any of the concerned factors, and the actual results may differ substantially from the presented information. SMEDA, its employees or agents do not assume any liability for any financial or other loss resulting from this memorandum in consequence of undertaking this activity. The contained information does not preclude any further professional advice. The prospective user of this memorandum is encouraged to carry out additional diligence and gather any information which is necessary for making an informed decision; including taking professional advice from a qualified consultant/technical expert before taking any decision to act upon the information.

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Objectives.
- To Know What is ISO Certification.
- What are the benefits to Have ISO Certification.
- To Provide brief introduction regarding ISO Certification its Process flow
- How it Works

3 WHAT IS ISO CERTIFICATION.

ISO 9001 is an international standard for defining a quality management system (QMS). It outlines various criteria (or standards) to define quality management principles such as focusing on the customer, optimizing leadership and management within the

organization, improving and fine-tuning internal processes, and general methods of continuous improvement.

Let's break down each of the components of and ISO 9001 certification.

ISO

ISO, or the International Organization for Standardization, is an international standard-setting body based in Geneva, Switzerland. It's made up of a bunch of different representatives from a wide range of proprietary, industrial, and commercial standard organizations.

Basically, it's the organization responsible for defining and implementing all of these standards.

The ISO itself doesn't actually certify anything. Certifications are all done by third-party organizations.

9001

The number after ISO is the identifier of the standard. ISO 9001 is one of the most well-known ISO standards, defining criteria for general quality management systems.

ISO 9001 is part of the wider ISO 9000 family. All standards within ISO 9000 refer to quality management.

Essentially, this standard is designed to help organizations to be more efficient and more successfully meet the needs of their customers.

At least one million companies and organizations in 170+ countries are certified to ISO 9001.

Certification

ISO 9001 is also the only standard in the 9000 family that can be certified to. This certification is not a requirement, and organizations can still implement principles of ISO 9001 informally, without getting certified.

Technically, only organizations can "get certified". However, individuals can become Certified Lead Auditors, or Registrars, in order to perform audits on organizations.

Certification will generally cover the entire organization, with focus on specific facilities or departments tailored to improve performance in that area.

Here's a quick breakdown of the most important information about the ISO 9001 standard:

ISO 9001 is an international standard for a quality management system (QMS).

ISO 9001 is part of the larger ISO 9000 family.

ISO 9001 is the only standard that can be certified to. There is no such thing as "ISO Certification" or "ISO 9000 Certification", only "ISO 9001 certification".

Individuals cannot get ISO 9001 certified; rather, organizations or companies get certified.

Individuals, however, can get certified to become an ISO 9001 Certified Lead Auditor, which enables them to audit other companies.
Size of the organization does not matter. It could be 1 person or 100,000.
ISO 9001 is a general standard for quality management – it doesn't matter what industry you're in.
ISO 9001 is a process-focused standard, as opposed to a product-focused standard. It is not designed to define product quality (although if your process is good, then your product should be too).

4 WHAT DOES IT MEAN TO HAVE ISO 9001 CERTIFICATION.

Organizations that are ISO 9001 certified have successfully implemented a quality management system in accordance to all of the requirements detailed in the ISO 9001 standard.
Part of the ISO 9001 certification is making sure areas for improvement are identified and acted on. As such, organizations with ISO 9001 certification can be assumed to provide products and/or services that meet strict quality management standards.

5 WHAT IS QMS.

The quality management system is central to the ISO 9001 standard. At its most simple, a quality management system is a set of principles or guidelines for standard operating procedures that you can use to measure the "quality" of various aspects of your business.
Think of it as a collection of policies, processes, and documented procedures that define the ideal way you want to be delivering your product or service to your customers. It's almost like a system for business process management, except with a focus on quality control.
Each QMS will be different, tailored to fit the needs and goals of the company using it. What the ISO 9001 standard (and more generally, the ISO 9000 family) does is provide a set of guidelines to help you design and implement a successful QMS.
You can understand a QMS by breaking it down into four core elements or stages:
Plan
- Do
- Check
- Act

Of course, a QMS alone won't automatically make you ISO 9001 certified, but it's what the whole certification is based on.

As well as 9001, there are additional standards in the 9000 family that support the implementation of a quality management system:
ISO 9000 defines the principles and terms that inform ISO 9001,
ISO 9004 is designed to improve the success rate of the QMS that 9001 defines.
For a more detailed look into the inner workings of a QMS, check out our quality management system article.

6   WHY ISO 9001 IS IMPORTANT.

Being certified to ISO 9001 standard is an internationally recognized symbol of prestige and quality assurance. Certified organizations are assumed to have achieved a consistent system for ensuring high levels of customer satisfaction and continuous improvement.

7   BENEFITS OF AN ISO 9001 CERTIFICATION.

There are a wide range of benefits that make ISO 9001 certification an important consideration for any organization. I've listed the main benefits below.

How ISO 9001 certification benefits your business:
Increased profit potential and market share Time saved from more efficient resource management Recurring problems and anomalies reduced or eliminated
Brand image and credibility improved Manual work is reduced with process <u>integration</u> and <u>process automation</u>
Organizational efficiency and effectiveness is improved by using data and evidence to inform decision making.
The ISO 9001 approach looks at both the individual processes as well as how all of those processes interact with one another. By examining the relationship between all of your business processes in the context of a QMS, you can locate areas ripe for improvement and optimization.
Utilizing data and evidence to inform your decision making is necessary if you want to achieve your business goals. Collecting adequate reports and sufficiently documenting your processes is also necessary, so you have data to work with in the first place. Quality management systems are good at this, and provide a framework for <u>documentation of all processes</u> within your business.
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8 HOW ISO 9001 CERTIFICATION BENEFITS YOUR CUSTOMERS.

- Provides assurance that you're a reliable, high quality vendor
- Customer satisfaction is a prime focus of ISO 9001
- Customer feedback can be quickly and efficiently acted upon

Pre-emptive planning means issues are addressed before they have a chance to cause problems for your customers
One of the most important factors driving the implementation of quality management systems is the focus on improving customer satisfaction by identifying their needs and goals. Improved customer satisfaction then leads to ongoing business.
When it's clear to a customer that you have achieved the high standards of quality required by an ISO 9001 certification, they will more readily place their trust in you.

9 HOW ISO 9001 CERTIFICATION BENEFITS YOUR EMPLOYEES

Jobs are more secure thanks to improved business performance

Employees report higher job satisfaction and workplace happiness due to their roles (what to do, and how to do it) being clearly defined and streamlined

Training, onboarding, and educational resources are more readily available thanks to improved planning and organizational structuring

Implementation of a QMS can foster a company culture of continuous improvement Employees become more engaged and feel more responsible for the processes they are using

Fostering a culture of continuous improvement can help to improve worker morale (as well as general workplace happiness) by making workers feel like they're actively involved in, and responsible for, the development, implementation, and optimization of the processes they use on a daily basis.

Besides, it makes sense that the people making decisions about design and optimization of a specific process are the ones actually using them on a daily basis. By bringing your whole workforce together to build on and improve existing processes, you not only foster a culture of continuous improvement, but also align workers with the goals of the organization as a whole.

10 HOW TO GET ISO CERTIFICATION.

To get certified, you basically have to implement a quality management system according to the most recent ISO 9001 standard to set up a quality management system, then proceed to have that QMS audited by a certified auditor.

The result is a certification that typically lasts for three years, after which the organization will have to be recertified.

Technically, it is only possible for organizations to get an ISO 9001 certification, but for the sake of clarity I have included a section that outlines how an individual can become a Certified Body (CB or Registrar) in order to perform certification audits for organizations.

For organizations

It should be clearly stated, that ISO 9001 is not a group that organizations can just "join up" to. It is a certification that must be achieved as part of a specific auditing process.

To get ISO 9001 certified, you have to:

Build and implement a quality management system in accordance with the principles of the latest ISO 9001 standard

Have an audit performed by a Certified Body (CB or Registrar) to assess the performance of your QMS against the latest ISO 9001 standard.

If you are successful, the certificate will need to be recertified after three years (and every subsequent three years) to make sure you're still up to standard (as well as any new changes to the standard)

For individuals

As stated above, ISO 9001 is not a personal standard, and as such individuals cannot "get certified". They can, however, become certified auditors after a 5 day training course.