



# CERTIFICATION OF QUALITY MANAGEMENT SYSTEMS UNDER ISO 9001



## BACKGROUND

Why certify?

As a leading assessment and certification institution for quality and management systems, the Swiss Association for Quality and Management Systems (SQS) makes an important contribution towards strengthening Swiss companies and their position in the global economy. Pioneering work on international committees is one of the reasons for the high worldwide reputation and acceptance of the SQS certificate. With the rapidly changing technology and market globalisation, process-orientated quality management is becoming a necessity. The driving force behind this is the desire for continuous improvement in internal company procedures and processes.

## AIMS

What are the intended aims?

External and internal benefits of the SQS certification:

- improved client orientation and consequently increased competitiveness,
- greater confidence amongst clients, banks, insurance companies and government bodies,
- proof of the commitment due to care in liability-related matters,
- independent, internationally recognised proof of quality competence,
- increased transparency within the organisation, optimisation of complex procedures and, as a result, improved control capability,
- ability to respond more quickly thanks to process measurement parameters and indicators.

## TARGET GROUPS

Who are the intended target groups?

Companies and organisations in all sectors and all sizes.

## PROCEDURE

What does it involve?

ISO 9001 provides an excellent basis for a company-specific management system, compatible with other system standards and requirements (e.g. environmental management system, safety at work, risk management, etc.), suitable for meeting sector requirements and development into performance excellence.

## QUALITY CRITERIA

What are the requirements?

On the basis of the 8 management principles

- client orientation: to identify and meet current and future requirements,
- leadership: to create an appropriate corporate culture,
- employees: to involve all employees and incorporate their skills to the benefit of the organisation,
- process-orientated approach: to control associated resources and activities as processes,
- system-orientated management approach: to identify and control the process network and its mutual dependencies,
- continuous improvement: permanent task of the organisation,
- professional approach to decision-making: on the basis of logical and/or intuitive analyses,
- supplier relationships for mutual benefit,

the specific requirements of ISO 9001 are categorised into the following main processes:

- quality management system,
- senior management responsibility,
- management of resources,
- product/service realisation,
- measurement, analysis and improvement.

## CERTIFICATE/RECOGNITION

SQS ISO 9001 certificates

- are recognised worldwide by the IQNet partnership,
- are valid for 3 years – a surveillance audit is undertaken on a yearly basis from the viewpoint of continual further development and a recertification audit carried out after 3 years.

## PROFILE

Who is SQS?

SQS is your competent contact partner for the certification and assessment of quality systems.

The Swiss Association for Quality and Management Systems

- is an independent, non-profit organisation,
- has over 50 members (leading Swiss business associations, government departments and other non manufacturing corporations),
- is accredited as a certification body by the SAS (Swiss Accreditation Service),
- provides certification for, amongst other things, quality management systems under ISO 9001, environmental management systems under ISO 14001 as well as a broad range of other management systems and sector-specific requirements,
- possesses practice-trained auditors with sector-related experience.

## INFORMATION/REGISTRATION

I'd like to know more!

You can obtain further information from our office in Zollikofen.

Our auditors will of course also be happy to assist you with technical questions.

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