



ISO 9001

QUALITY MANAGEMENT SYSTEMS

This standard specifies requirements for a Quality Management System where an organisation:

- Needs to demonstrate its ability to consistently provide a product or service that meets customer and any applicable statutory and regulatory requirements.
- Aims to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.
- Focuses on customer satisfaction to drive both continued and new business.

It promotes the 'Process Approach'

Think of your organisation as a series of interconnected processes each has, an input and a desired output.

- The application of a system of processes within an organisation, together with the identification and interactions of these processes, and their management, can be referred to as the 'process approach'.

CALL **0191 372 2117**



■ ISO 9001 ■ Machinery Directive ■ ISO 13485 ■ Medical Device Directive ■ Technical File Compilation

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