ISO 9001
- demonstrate your organizations’ commitment to quality and customer focus

ISO 9001 is the most recognized international quality management standard. It promotes enhanced customer satisfaction through continual improvement of the effectiveness of your management system.

Certification of your quality management system demonstrates your commitment to consistency, continual improvement and customer satisfaction. These are tangible business benefits that play an important part in building a sustainable business performance. ISO 9001 provides specific requirements for a quality management system that will enhance your ability to consistently deliver products and services that meet customer - as well as statutory and regulatory - requirements.

Independent assessment and certification of your quality management system by DNV GL gives a clear demonstration to the market that you work to apply an effective quality management system in your organization.

What is ISO 9001?
- ISO 9001 provides a model for a quality management system which focuses on the effectiveness of the processes in a business to achieve desired results.
- The standard emphasizes risk-based thinking and promotes the adoption of a process approach emphasizing the requirements, added value, process performance and effectiveness, and continual improvement through objective measurements.
- It is a structured way for improving an organization’s overall performance as part of its efforts towards sustainable development.
- ISO 9001 apply to all organisations, regardless of type, size, and product provided.
Why is certification good for my business?
Certification to ISO 9001 demonstrates to potential customers your organization’s ability to meet their requirements, needs and expectations. This results in:

- Enhanced customer confidence and satisfaction, which in turn can lead to increased business.
- A significant competitive advantage because more and more companies require management system certification from suppliers and sub-contractors in order to conduct business with them.

An ISO 9001 certificate proves that the quality management system of your organization has been measured against the standard and found compliant. Issued by a third party certification body, the certificate demonstrates your commitment to quality management and customer satisfaction which is one step closer to building a sustainable business performance.

ISO 9001 is not designed to tell you how to run your business, but rather to allow you to be compliant in a way that best suits how you run your business processes. The standard helps you to promote an internal culture of continual improvement.

ISO 9001 is particularly strong on seeking to reduce errors, both in preventing mistakes recurring and by identifying potential mistakes before they occur. Certification to ISO 9001 has therefore a significant part to play in business sustainability as this reduction in errors brings associated benefits in terms of cost and waste savings in all areas.

How can I prepare for certification?
It is important that your organization are committed and set clear targets for implementation and assessment, including:

- Identifying and understanding the external and internal factors influencing your organisation and the intended result of your management system
- Identifying and understanding customer and applicable legal requirements as well as relevant requirements of other interested parties. Determining the processes required for the management system
- Identifying the risks and opportunities that need to be managed, and implementing the needed controls, objectives and performance indicators to ensure continual improvement the management system.
- Establishing the quality policy and objectives in line with your strategic direction.

Before certification starts your organization must demonstrate having performed internal audits and management reviews as part of the quality management system implementation. Top management is required to demonstrate leadership and commitment rather than just management of the quality management system.

Risk Based Certification™ - tailored to your organization’s unique needs
DNV GL’s Risk Based Certification methodology provides more value to your organization through focused audits. We start by asking you to identify the most significant risks to your organization’s sustainable business performance. In addition to measuring against the selected standard, we tailor the audit to address the identified risks. This is vital in helping you pinpoint key improvement areas.

By providing focused and structured information to top management on the organization’s ability to meet long term objectives, we offer more value than any other certification body.

Why partner with DNV GL?
Driven by our purpose of safeguarding life, property and the environment, DNV GL enables organizations to advance the safety and sustainability of their business. DNV GL is a leading provider of classification, certification, verification and training services. With our origins stretching back to 1864, our reach today is global. Operating in more than 100 countries, our 16,000 professionals are dedicated to helping our customers make the world safer, smarter and greener.

As a world-leading certification body, DNV GL helps businesses assure the performance of their organizations, products, people, facilities and supply chains through certification, verification, assessment, and training services. Partnering with our customers, we build sustainable business performance and create stakeholder trust.

*Risk Based Certification is a registered EU trademark of DNV GL AS.

For more information:
business.assurance@dnvgl.com
assurance.dnvgl.com