

## ISO 9001:2008 QUALITY MANAGEMENT SYSTEM



In order to reach ultimate success, an organization is required to be managed and operated in a systematic manner.

Pathway to success is application of a management system designed for continuous performance improvement by the participation of all related units, departments and individuals.

### WHAT IS QMS?

ISO 9001 Quality Management System is a unique tool to achieve customer satisfaction and profitability with maximized performance based on the philosophy of continuous improvement and customer focus. QMS is applicable to all scale of organizations from large to small, industry to service providers, public to private sector.

TS-EN-ISO 9000 Quality Standard Series define and determine how to establish, prosecute and document an effective management system.

### WHY ISO 9001?

ISO 9001:2000 Quality Management System focuses on continuous improvement and customer satisfaction based on the legal terms and customer specific requirements.

Main purpose to develop QMS in organizations;

- Taking advantage against the competitors in the sector for all service producers / product manufacturers.
- Development of quality approach and principles in the organization.
- Maximising profit, productivity and market share.
- Effective management at all levels and departments.
- Reducing the costs, benefit from savings.
- Satisfaction and motivation of employees.
- Improvement of communication and performance in organization.
- A broad monitoring and control in all functions.
- Reduction of returns and non-conforming products / service.
- Decreasing customer complaints, increasing their satisfaction and awareness.
- Enabling more effective use of time and resources.
- Powerful competition ability and flexibility.
- Increasing the market value, prestige and credibility of the organization.
- Familiarization with continuous improvement opportunities.