



**ISO 9001: 2015**  
QUALITY MANAGEMENT SYSTEMS

# INTRODUCTION

## ISO 9001:2015

Quality management is the process of managing all activities and functions needed to maintain a consistent level of excellence in an organization, product, or service.

In every organization, quality is an essential factor that differentiates an organization from its competitors. Undertaking quality initiatives will lead to superior products or services which meet and exceed customer expectations, increase revenues and productivity for your organization

ISO 9001 is a defined set of international standards that defines the requirements for a quality management system (QMS) in any organization.

It is popularly used to demonstrate the capacity to consistently offer products and services that meet all mandatory customer and regulatory requirements.

It serves as a reliable model for managing the quality of products in an organization and often used due to its simplicity and basic framework it addresses.

ISO 9001 outlines a framework for improving quality and a vocabulary of understanding for any organization looking to provide products and services that consistently meet the requirements and expectations of clients and other interested parties in the most potent way possible

## WHY YOUR ORGANIZATION SHOULD BE ISO 9001 - 2015 CERTIFIED

ISO 9001 is designed for all types and sizes of organizations that think using the ISO 9001 standard will help them to do the following:



- Organize processes.
- Improve the efficiency of processes.
- ISO 9001 helps organizations to be consistent in the competitions within the marketplace due to high efficiency in the internal process and controls.
- It offers a strong focus on quality management across departments.
- Offer a higher standard to value- driven customers.
- Better supplier relationships.
- Increased credibility and recognition

## Why Your Organization Should Get ISO 9001

Organizations are free to choose to work in compliance with the ISO 9001 standard, however, they can also choose to be certified by an independent certification body.

In practice, we see some major benefits in choosing a certified ISO 9001 quality management system:

Implementing ISO 9001 will help organizations to achieve higher operating efficiency; this comes as a result of integrating the ISO standards in business operations.

It also offers your organization a quality management system that ensures an increase in the quality of services and raises staff's awareness. With an ISO 9001 certification, it builds a positive image of your organization by raising your organization's competitive advantage to higher levels.

A certified ISO 9001 quality management system ensures clear processes and (communication) structures, tasks, and responsibilities throughout the entire organization. This increases the involvement of your staff, which improves the working atmosphere and reduces the pressure of work.

A certified ISO 9001 organization will guarantee the setup of clear processes and (communication) structures, responsibilities, and tasks throughout the entire organization. This increases the effective participation of staff, which improves the working atmosphere and drastically reduces the pressure of work.

Implementing ISO standards is one reliable way for any organization to detect and identify problems in a good time, which means that they can quickly take steps to avoid the same mistakes in the future.

## Benefits Of ISO 27001

We offer both small and large organizations with a standard that helps them substantially in directing attention to the core purpose and base actions on measured data, rather than a spontaneous approach.

**Improvement of customer satisfaction** – One of the core pillars of quality management principles is to improve customer satisfaction by planning for and striving to meet customer requirements. By enhancing customer satisfaction, an organization will retain more repeat customers since satisfied customers are key to keeping loyalty hence bringing in more additional revenue.

**Better process integration** – By implementing ISO 9001 standards, we are looking at a situation whereby the overall process interactions based on these standards can be easily improved inefficient and cost-saving ways. We will achieve this by eliminating the waste that can occur when processes are maintained without a view of the inefficiencies that can arise during process handoff.



## Other Benefits Includes:

- A new risk-based methodology that helps identify organizational risks and opportunities. More user-friendly for service-based organizations.
- Addresses supply chain management more effectively.
- More focus on leadership to maintain the standard.
- Continual business improvement and increased sustainability.

## Who Should Get ISO 9001-2015 Certifications?

ISO 9001 is a management standard designed to be dynamic and adaptable. Developing a comprehensive management system can help improve the core business functions of any industry and can also be adapted to suit unique operational environments.

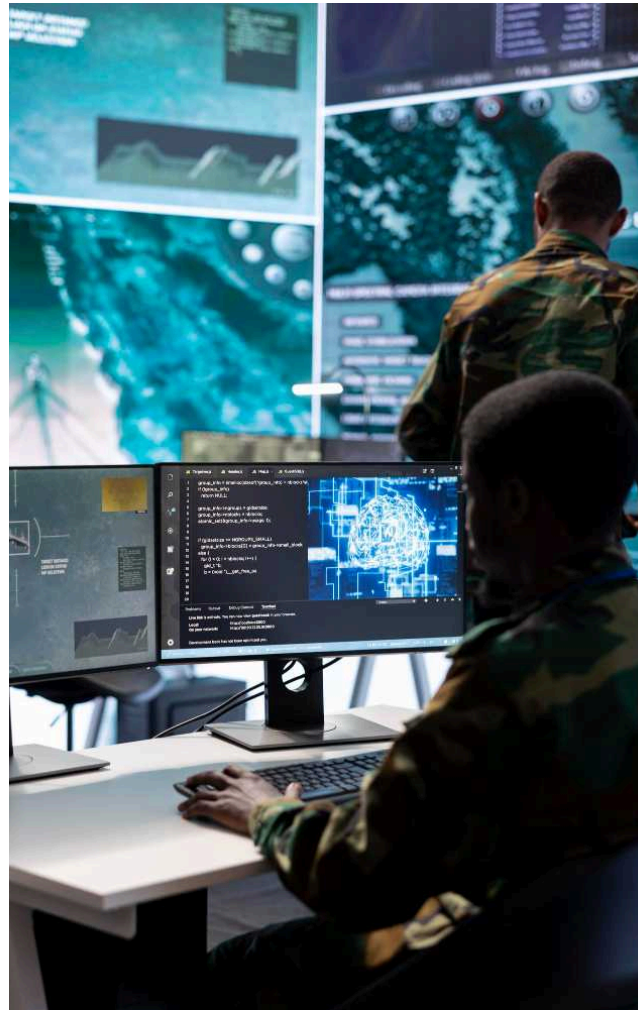
There are general requirements of ISO 9001 which apply to companies and organizations of all types, regardless of their size, activity, and sector. These include the following: “logistics, manufacturing, construction, engineering, technology services, community services, health, and hotels & hospitality”





## About DTA

Delta Tech Africa Limited Is An ICT And Quality Consulting Organization Focused On Performance Management Across Business Verticals. Delta Means“ A Finite Increment”. We Help Organizations To Achieve This Increment Across Departments And Functions And To Improve The Overall Organizational Performance While Adding Value To The Stakeholders. Evolution Is A Constant Change. When The Pace Of Evolution Renders Societies Impatient, It Is A Technology That Accelerates Evolution Leading To The Transformation Of Societies. When That Evolution Happens, It Doesn't Limit The Human Endeavors, To Get The Technology Evolution, It Has To Be Supported By Processes And Management Of The Best Quality. Hence, We At Delta Tech Africa Thought Of Bringing Both Technology And Quality Management Processes Together To Get The Best Organizational Performance And Value Across The Fast Growing Continent Of Africa.



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