



**SYNERGOS  
CONSULTANCY LTD**



It's easier to gain  
**ISO 9001** than you think,  
**what's stopping YOU**



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# ISO 9001

The purpose of this guide is to provide you with a general overview of the requirements to gain ISO 9001 Quality Management System, the benefits this prodigious certification can have on your business, as well as the steps to certification.



## What is **ISO 9001:2015**

**ISO 9001 is an international standard that specifies requirements for a quality management system (QMS).**

Businesses use this standard to demonstrate their ability to consistently provide products and services that meet customer and regulatory requirements.

The adoption of a quality management system is a strategic decision for businesses that can help to improve its overall performance and provide a sound basis for sustainable development initiatives.



# What is **required**

**ISO 9001 is broken down by clauses which are a set of guidelines. You will find below a high-level summary of what you require in place to meet the requirements of your quality management system.**

## **Content of the Organisation**



You need to document what internal and external issues the business maybe facing with a focus on quality. The best way to develop this is to follow a SWOT (Strengths, Weaknesses, Opportunities, Threats) or a PESTLE (Political, Environment, Social, Technology, Legislation, Environment).

Identify and document who your interested parties are and how you meet their needs and their expectations.

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## **Leadership**



It is important that the senior management team demonstrate and evidence their involvement and commitment to development and maintenance of the quality management system. You are required to develop a Quality Policy which is appropriate to the purpose of your organisation.

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## **Planning**



How do manage planned changes in the business? You are required to evidence the process of any significant changes in the business in a controlled manner.

You are required to document both risks and opportunities and link these back to your interested parties, along with mitigating factors to manage the risks and plans to achieve your documented opportunities.

Identifying and documented quality objectives from all levels of the business should be evidenced and communicated within the business where appropriate. Your objectives must be in line with your documented Quality Policy.

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# What is **required** *(continued...)*



## **Support**

You should review and evidence the entire support within the business to ensure there are no negative impacts to the quality management system. Areas will include people, infrastructure, competency, communication etc. help to improve its overall performance and provide a sound basis for sustainable development initiatives.

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## **Operation**

Document your operational processes, from the moment a prospect makes an enquiry to the production of goods or services, right through to delivery and invoicing.

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## **Performance Evaluation**

Reviewing the performance of quality management system is key to remaining compliance. This will involve completing internal audits, documenting meetings, and gaining customer feedback on your business performance.

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## **Improvement**

How you evidence improvements within the business can vary. You may have a register where you document complaints, issues with suppliers etc. Reviewing the effectiveness of issues is important as they help to make improvements and thereby reducing/stopping these issues from happening again.



# The potential benefits to a business are not to be ignored

- ✓ It's an improvement tool to help **drive continual improvement** to help deliver better results.
- ✓ It helps you **stand out from others** and have that competitive edge to increase growth.
- ✓ By providing a framework it will help you **enhance customer satisfaction** and support you to attract new business.
- ✓ **Improves your chances** to get on the tendering framework or supply chain.
- ✓ **80% of our clients** reported that their quality management system improved the **growth of their business**.
- ✓ Synergos have a **proven track record** and we are happy to introduce you to any of our clients for you to gain feedback.

# Steps to achieving ISO 9001:2015

Now that you understand what is required and the benefits, here are the steps to achieving this worthwhile certification with our support.

- Develop your ISO 9001 quality management system and ensure it reflects your business operations.

This will include conducting internal audits, chairing meetings, identifying, and documenting, risks, objectives, supplier reviews etc.

- Appoint a UKAS certification body.
- Review your quality management system to ensure no areas have been missed in preparation for your Stage 1 audit.
- Complete both Stage 1 and Stage 2 audits carried out by your UKAS certification auditor.
- Upon being formally certified, review your ISO 9001 quality management system in preparation for your annual UKAS audits.

If you require support from one of the UK's leading ISO consultancy services, we will be happy to assist.



# What you get from Synergos

- ✓ **100% guarantee** that you will gain your chosen certification, or we will refund 100% of all monies paid directly to us, subject to our terms and conditions.
- ✓ **We will manage the entire process for you**, which will free you up to continue working on your business.
- ✓ **A friendly approachable team** who will work with you and your business, to understand how your business operates and develop a bespoke system that provides the framework to achieve future growth.
- ✓ **Ongoing support** to ensure that your quality management system remains fully compliant in preparation for your annual audits.



# Don't take our word; here's what some of our clients have to say

*Meetup<sup>7</sup>call*

*“Great professional service from Jenny and all of the team at Synergos. They provided a fully managed service to deliver ISO 9001 and 27001 which we achieved with the professional and competent guidance of Jenny.”*

*Louise (Meetupcall)*

**PUREPIPE**  
TECHNOLOGIES LTD

*“Paul and I were both very impressed with the standard of work presented, and what was explained to us was very easy to understand; we could envisage how these documents and procedures were going to work for us in the future.*

*We would have no hesitation in recommending Synergos Consultancy to anybody requiring a company to enable them to achieve ISO 9001 certification, or indeed any other areas of compliance”*

*Neil (Pure Pipe) ISO 9001*



# Don't take our word; here's what some of our clients have to say



*"Synergos approached implementing ISO 9001:2015 in a professional way that was straightforward, leaving a feeling of 'we can do this' with their help. It felt like we were in safe hands. '100% recommend Synergos Consultancy Ltd' as they were easy to work with, friendly and made things easy to understand."*

*Alla (Argin Trading Ltd)*



*"Once we had a deadline to work towards, Jenny and the Synergos Team worked hard with us to ensure that we were fully prepared, which successfully led to us gaining ISO 9001 certification."*

*We would not hesitate to recommend using Synergos Consultancy to support you through all your ISO implementation requirements"*

*Seb (Titus) ISO 9001*



*"We are proud to be associated with such a welcoming and professional consultancy."*

*Ian (YGI) ISO 9001*

**We do hope that you have found this guide of benefit and it provides you with an outline of ISO 9001.**

Should you have any questions then please do not hesitate to contact us. We look forward to hearing from you



**SYNERGOS  
CONSULTANCY LTD**

**01484 666 160**

**team@synergosconsultancy.co.uk**

**www.synergosconsultancy.co.uk**

Unit 18 Office T1 Brooke's Mill Office Park, Armitage Bridge Huddersfield, HD4 7NR