



Doncaster CVS Quality Systems



ISO 9001 / ISO 14001

Overview:

ISO 9001 is the internationally recognised standard for an organisation's internal Quality Management. The term 'quality' refers to all those features of a product or service which are required by the customer. An organisation's 'Quality Management' refers to an organisation's actions to ensure that its products or services satisfy its customers' quality requirements and complies with any regulations applicable to those products or services. The core elements look at management responsibility, resource management, product realisation, measurement, analysis and improvement.

ISO 14001 specifies the requirements for an organisation's 'Environmental Management' system. It applies to those environmental aspects over which an organisation has control and where it can be expected to have an influence.

Benefits - ISO 9001:

Most organisations' want ISO 9001 certification to qualify for a tender or to achieve preferred supplier status: typically for a Local Authority. However, there are many other benefits that can be added to these, including:

- Improved internal working leading to less errors and re-work
- Improved customer satisfaction and loyalty
- Improved morale and motivation
- Preferential insurance premiums
- Competitive advantage
- Increased profitability
- Enhanced status.



Benefits - ISO 14001:

By having your organisation's Environmental Management system independently assessed by the British Accreditation Bureau, you will be making a powerful statement about your organisation's environmental credentials.

Other benefits of ISO 14001 certification include:

- Better management of environmental risks, now and in the future
- Increased access to new customers and business partners
- Demonstration of legal and regulatory compliance
- Potential for reduced public liability insurance costs
- Overall cost savings: in terms of consumption, waste and recycling.

Key Criteria:

Both systems are designed to be compatible and can be integrated seamlessly. They share many principles, so choosing an integrated management system can provide organisations' with value for money if they decide to implement them together.

For both standards there is a 6 step process:

- **STEP 1: Preparation**
- **STEP 2: Application**
- **STEP 3: Pre-Audit Assessment**
- **STEP 4: Audit Assessment**
- **STEP 5: Registration & Certificate**
- **STEP 6: Continual Assessment.**

Time Frames:

Depends on the size and turnover of an organisation and what management and quality systems and processes an organisation already has in place. If they are already implementing a robust management and quality system the process of accreditation could take as little as thirty days.

Costs:

The British Accreditation Bureau will calculate the cost of a pre-assessment based on the size of an organisation; e.g. annual turnover, the number of sites they have and the number of employees, etc. In all cases, they will provide a fixed price quotation.

For up to date information on prices organisations' can contact the British Accreditation Bureau on 0800 404 7007 or look on their web site www.british-accreditation.co.uk

Support:

Support for implementing any quality system your group or organisation chooses is available by contacting Janet Gillott on Tel: 01302 343300 Ext 217

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