

ISO 9000

VC Train has secured funding to **fully finance up to 10 Member Organisations** in gaining the ISO 9000 quality standard mark. That's a massive saving of over £2000 per organisation. To take advantage of this fantastic offer just read the info below and return the form by the deadline.

This is likely to be quite popular and will be on a strictly first come first served basis so we recommend you return the form as soon as possible.

Introduction

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.

ISO 9000 is the international standard for quality management systems (QMS).

A quality management system is a set of procedures and policies for a company that provides a framework to which they operate. This includes many aspects of the business operation such as procedures for supplier selection and monitoring, document control, production, product testing, the company quality policy, quality objectives and much more.

Benefits of ISO 9000

Most organisations want ISO9000 certification to qualify for a tender or to achieve preferred supplier status. For many Organisations, including Local Authorities this is now a requirement. However, there are many other benefits that can be added to these, including, improved internal working leading to less errors and re-work and improved customer satisfaction and loyalty.

What Next?

We anticipate a high demand for this **FREE** training, and would recommend an early response.

Just fill in the expression of interest form overleaf and return it to VC Train by:

4.00pm on Friday 28th August 2009



VC TRAIN

VOLUNTARY & COMMUNITY SECTOR
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FAX to **01709 533 555** by 4.00pm on Friday 28th August 2009

Organisation.....

I am interested in achieving **ISO 9000**

Name..... Signature.....

If you would like more information, call Linda on **01709 515 894** or e-mail lindad@vctrain.org

