

## BS EN ISO 9001 : 2000 Quality Management System

BS EN ISO 9001:2000 is a management system with a structured process approach which enables organisations wishing to demonstrate their ability to consistently provide a product that meets customer requirements and enhance customer satisfaction.

ISO 9001 is underpinned by eight management principles as follows:

**CUSTOMER FOCUS** — a need to understand customer requirements, expectations and future needs.

**LEADERSHIP** — required to meet the company's objectives and create and maintain the internal environment.

**INVOLVEMENT OF PEOPLE** — essential if the company's objectives are to be met.

**PROCESS APPROACH** — making sure resources and activities are managed as a process.

**SYSTEM APPROACH** — identifying, understanding and managing interrelated processes as a system contributes to achieving objectives.

**CONTINUAL IMPROVEMENT** — this should be a permanent focus of the organisation.

**FACTUAL APPROACH TO DECISION MAKING** — based on logical analysis of data and information.

**MUTUALLY BENEFICIAL SUPPLIER RELATIONSHIP** — working closer with your suppliers can bring business benefits to both parties.

### Why the BBA?

- the only UK body approved by UKAS to offer management system registration, product certification and product approvals
- focused on the construction industry
- auditors that are familiar with construction manufacturing processes and techniques
- single point of contact throughout the certification process.

### Features and benefits

- better documentation and process controls leading to consistency in performance and reduction in re-work/scrap
- increased productivity and improvement of processes means more profitability
- better understanding of customer needs
- an aid to marketing with a worldwide recognised management system
- improvements in customer care and customer satisfaction by delivery of products that consistently meet customer requirements
- provides a framework for continual improvement
- defined responsibilities and authorities throughout the organisation
- opens up new markets
- improved communications
- improved morale

### Application and quote

Upon request, a simple questionnaire can either be e-mailed direct or completed over the phone with the guidance of BBA staff. Based on the information provided, a quote will be produced and once accepted, a dedicated auditor will be assigned who will guide you throughout the environmental assessment process.

### Document review

Used as the first step in the assessment process, a document review can be conducted either on or off site.

### Pre-assessment visit

A dry run pre-assessment audit can be undertaken upon request and can help prepare your organisation for the actual assessment and review your current Quality Management System (QMS).

### Stage 1

This is normally conducted on-site and used to provide a focus for planning audit (stage 2) by gaining an understanding of the QMS and the organisation's stage of preparedness for a full assessment. An assessment plan will be produced and a date confirmed for stage 2. In certain cases, stage 1 and stage 2 can be combined

### Stage 2

Confirms that the organisation adheres to its own policies, objectives and procedures and that the QMS conforms with ALL the requirements of the standard and is achieving the policy objectives. This is done by sampling of activities and processes defined in the scope of assessment. A report including any non-compliances or potential non-compliance is produced and a date confirmed for the first surveillance.

### Recommendation

A recommendation will be made by the auditor at the closing meeting. Any major non-compliances identified will need suitable corrective action by the organisation and verification prior to a certificate being issued.

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