

Quality management: ISO 9001 with a system

Customer satisfaction through quality

Your Needs = Our Challenge

The quality of products and services has become a decisive factor in competition. But how safe is that the quality is systematically fixed in view of the current and evolving needs of the customers? With the international quality standard ISO 9001 quality is rooted in the whole organisation, and continuously improved. In addition, competitive advantages with an externally certified quality management system are fully utilised.

Our Experience = Your Advantage

APPLICATIO for many years successfully supported the implementation of quality management systems in SMEs, public sector organisations and in projects of international cooperation. Our experience from working in many organisations in various industries and sizes is the basis for our tailor-made consulting and training services. The experts from APPLICATIO know the requirements of ISO 9001 and help to create a certifiable QM system in your organisation.

Our Service = Your Key to Success

APPLICATIO's experts support you for the most important steps to set-up and to introduce the ISO 9001 quality management system, eg:

- Qualification of the quality manager
- Analysis of customer needs
- Definition of quality policy and quality objectives
- Analysis and documentation of quality-relevant processes
- Introduction of process management
- Creation of quality management manual and the quality documentation
- Preparation and implementation of internal audits
- Preparation of the external certification

An example:

As part of a GIZ project a Mongolian public administration was supported by a series of training and coaching in the development of a quality management system according to ISO 9001. Not only the most important elements of the system such as quality policy and objectives but also process maps and important process descriptions were developed together with the employees of the organisation. It was a full consultation in the preparation of all quality relevant documents and the training of staff in preparation for the Internal and External Audit.

This offer/service represents an example. All services of APPLICATIO are generally tailor-made based on the individual needs of the clients.

For more information please contact:

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