

# FAQ – Certified Quality Management According to ISO 9001



You would like to have your quality management system certified according to ISO 9001, but still have questions about the advantages, the procedure and the certification requirements? We have put together questions and answers that will inform you exactly about these topics and prepare you for ISO 9001 certification.

## 1. What is a quality management system?

A quality management system, or QM system for short, is a framework of defined processes, specifications and tasks. It supports consistent quality in a company's products and services. At the same time, it reduces risks and increases company performance.

## 2. What is ISO 9001 and what does it include?

ISO 9001 was introduced by the International Organization for Standardization (ISO) in 1987 and has been an internationally recognized standard for quality management ever

since. On September 23rd the current ISO 9001:2015 was published. It defines the requirements for a quality management system.

## 3. What are the goals of a quality management system according to ISO 9001?

The aim of a quality management system is the sustainable and continuous improvement of the quality of a company's products, processes and services. The certification of a QM system according to ISO 9001 is intended to contribute to integrating quality awareness in every operational sub-pro-

cess of a company and thus to achieve customer satisfaction and company goals more efficiently. With the new **ISO 9001** you update your quality management system and make your operational processes economical, market-oriented, sustainable and user-friendly.

[Read our White Paper on the seven principles of quality management now!](#)

#### 4. Why should I have my company certified to ISO 9001?

By certifying your quality management system, you benefit - regardless of the size, industry or orientation of your company - from the sustainable improvement of the quality of your products and services. Certification of your quality management system offers several advantages.

You have documented proof of quality that offers you a valuable competitive advantage. With a quality management system, you increase your productivity and minimize your risk. At the same time, you save costs and improve customer satisfaction.

#### 5. How does ISO 9001 certification work and how can my company prepare for certification?

We certify your quality management in a few steps:

1. **Information meeting and preliminary audit (optional)**
2. **On-site certification**
3. **Audit report and evaluation**
4. **Certificate and DEKRA test seal**
5. **First surveillance audit (after 12 months)**
6. **Second surveillance audit (after another 12 months)**
7. **Recertification (three years after initial certification)**

Would you like to find out whether your company already meets the requirements for ISO 9001:2015 certification? Or identify potential for improvement in preparation for certification?

[Then put your quality management to the test with our checklist!](#)

#### 6. What changes are there in ISO 9001:2015?

In addition to the new uniform “High Level Structure”, which facilitates a combination of several management systems in one company, there are the following changes:

- **Greater user-friendliness of the management standard**
- **Higher responsibility of top management**
- **Stricter definition of processes**
- **Increased consideration of interest groups**
- **More intensive consideration of risks and identification of opportunities**
- **Rules for handling company know-how and sensitive information**

#### 7. What is the “High Level Structure”?

The “High Level Structure”, HLS for short, is a uniform superordinate basic structure for all new, revised and future ISO standards. Through uniform terms and core statements, it facilitates the certification, integration and organization of several standards in a company. With the “High Level Structure”, the “Plan-Do-Check-Act” cycle, short PDCA cycle, can be applied to all processes and is part of the continuous improvement process (CIP).

The ten chapters of the basic structure for all management system standards with HLS:

1. Scope of application
2. Normative references
3. Terms
4. Context of the organization
5. Guided tour
6. Planning for the quality management system
7. Support
8. Operation
9. Evaluation of performance
10. Improvement

### 8. What does "risk assessment" or "risk-based thinking" mean?

The risk-based approach is one of the central features of ISO 9001:2015, and the following chapters deal with risk assessment:

- 6.1 Risks and opportunities
- 4.1 Context of the organization
- 4.2 Interested Parties
- 4.4 Processes
- 9.3 Management review

ISO 9001:2015 requires a systematic approach to identifying and evaluating risks and opportunities that affect the achievement of corporate goals. In contrast to traditional risk management, not all risks are assessed negatively here. The aim is to reduce risks in a targeted manner while actively exploiting opportunities at the same time.

### 9. Which standards are suitable for combined certifications?

Combined certification is particularly suitable for management standards that already have a "High Level Structure". In principle, however, other certifications can also be combined with ISO 9001 certification.

In combination with ISO 9001, for example, these standards are recommended:

- Environmental management according to ISO 14001
- Energy management according to ISO 50001
- Industrial safety management according to ISO 45001

Do you have further questions about the certification of your quality management according to ISO 9001? Then contact us now!

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