

Documented efficiency

# TÜV NORD CERT – Certification of quality management systems according to ISO 9001

In today's world, adherence to clearly-defined quality standards is increasingly important, especially in international business. Amongst other aspects, this includes ongoing learning and continual improvement processes, service and the ability to adapt to constantly evolving markets and customer requirements.

These complex demands can be met by a process-oriented QM system based upon ISO 9001. This standard already forms the basis for quality assurance and quality management for many organisations in a wide range of different sectors.

A functioning management system enables individual company structures to be precisely tailored to meet the specific needs and specifications of the customer. Operating procedures can subsequently be flexibly designed in a manner that enables everyone to benefit.

#### Target groups for certification

A QM system according to ISO 9001 forms an ideal basis for modern organisations of all sizes both on the national and international level to demonstrate their expertise and efficiency. Internal work processes, responsibilities and competencies are taken into consideration, as is the regulation of processes when working with customers and business partners. This series of standards is characterised in that it can be applied across all sectors in both production companies and service organisations. ISO 9001 enjoys worldwide comparability, as well as compatibility with other management systems.

#### Benefits of certification

- Sustainable quality assurance
- Identification of potential for improvement and savings
- High level of customer and employee satisfaction
- Image enhancement
- Risk minimisation
- Better cost-effectiveness through process improvement
- Enhanced competitiveness
- Fulfilment of specific customer requirements



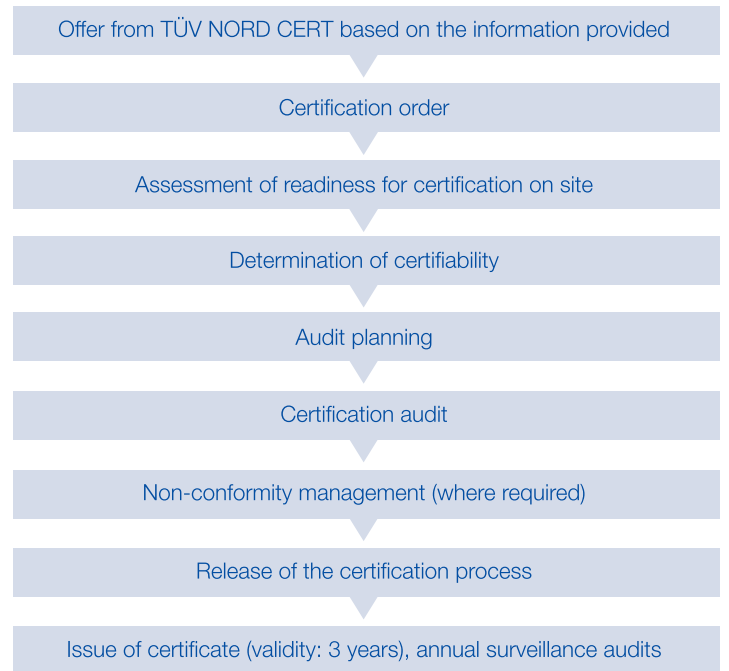
### Certification content

- Continuous improvement
- Non-conformity prevention
- Reduction of variation and waste in the supply chain
- Identification and monitoring of quality-related costs
- Product liability and product safety
- Determination of employee and customer satisfaction
- Separate consideration of product and process development
- Interdisciplinary co-operation

### Our know-how for your success

TÜV NORD CERT is a well-established and reliable partner for inspection and certification services. Our experts and auditors have extensive knowledge based on experience and are generally permanently employed by TÜV NORD. This guarantees independence and neutrality, and also means we can offer continuity in supporting our clients. The benefit to you is clear: our auditors accompany and support the development of your company and provide you with objective feedback.

### The route to the certificate



### Are you interested?

**Please send us your response by fax.**

**We are looking forward to hearing from you.**

- Yes, I am interested in certification of quality management systems according to ISO 9001. Please contact me.**

**Sender** (Please use block capitals)

Company .....

Mrs./Mr. ....

Position .....

Street, No. ....

Postcode/Town .....

Phone .....

Fax .....

E-mail .....

Your contact:

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