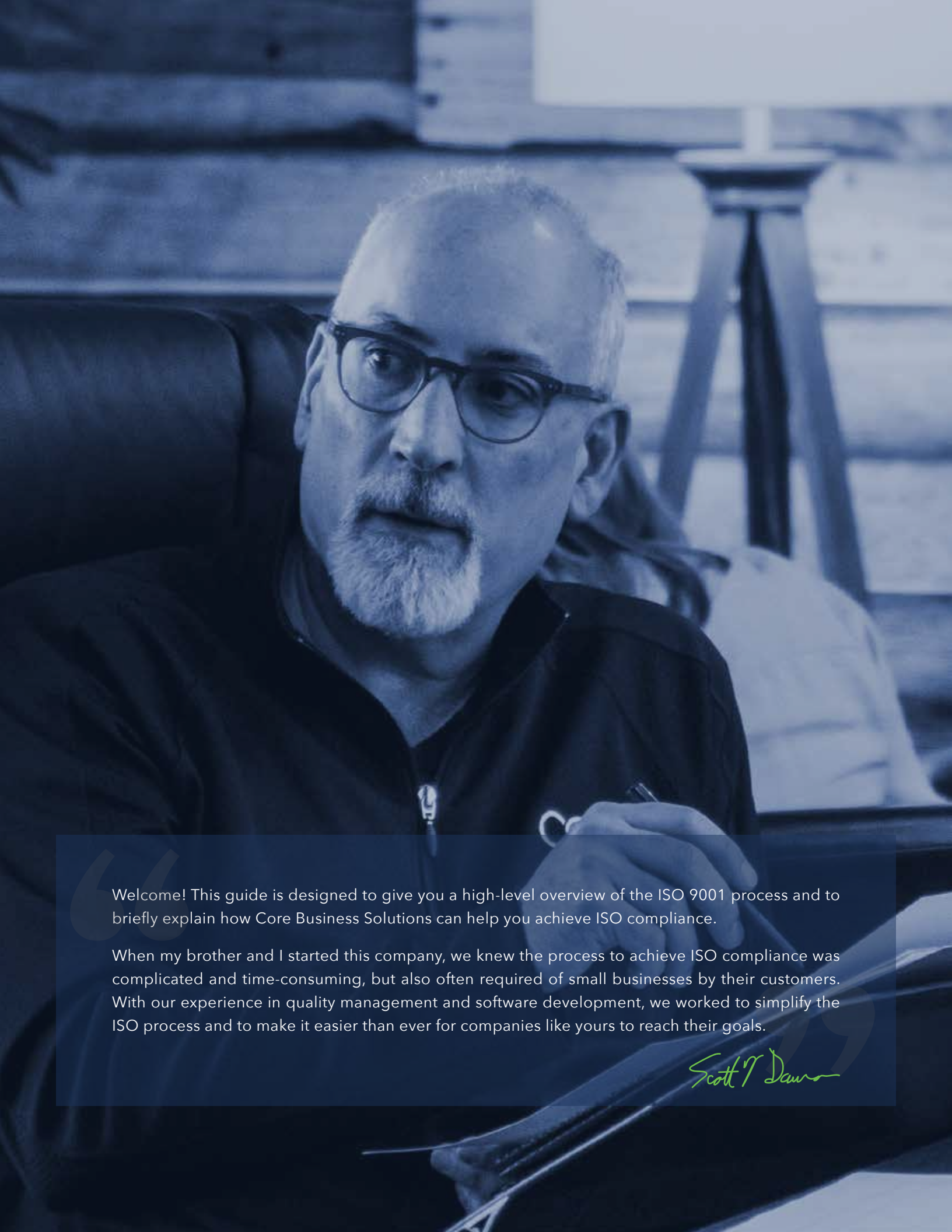# UNDER STANDING ISO 9001 CERTIFICATION

By Core Business Solutions
Co-Founder and President
Scott Dawson

"Welcome! This guide is designed to give you a high-level overview of the ISO 9001 process and to briefly explain how Core Business Solutions can help you achieve ISO compliance.

When my brother and I started this company, we knew the process to achieve ISO compliance was complicated and time-consuming, but also often required of small businesses by their customers. With our experience in quality management and software development, we worked to simplify the ISO process and to make it easier than ever for companies like yours to reach their goals.

Scott T Dawson

What is ISO?

ISO 9001 is an international standard that specifies requirements for quality manufacturing and services.

Why should I care?

Companies all across the world use the standard to show their customer that they have the ability to provide consistent products and services that meet, and often exceed, the customer's requirements.

Why should I read on?

This guide explains what is required to achieve certification and will also explore how Core Business Solutions can partner with you to achieve certification – simply, quickly, and cost-effectively.

WHAT
ARE THE
STEPS
TO GET
CERTIFIED?

Core Business Solutions' step-by-step process can move at the pace you need to become certified. Because we work with hundreds of companies each year across the United States, we have a proven process and experienced consultants that specifically fit your organization.

We boil the process down into four steps – a simple, achievable approach to ISO certification that is designed for your success.

1
Learn the requirements of the ISO 9001 Standard

Once you have chosen Core Business Solutions, your consultant will help you take the complicated, complex ISO jargon and simplify it to fit your business on your time. You will learn all the ins and outs of the requirements before you start to dig into the work.

3
Implement your QMS

Your consultant will work with you to conduct your management review (the leadership meetings ensuring you meet the ISO requirements). We will also ensure you have the processes in place to make your quality system measurable and repeatable for customer satisfaction.

2
Create required documentation

Your consultant will help you develop your QMS manual and all required documentation to ensure quality. We simplify wherever possible.

4
Conduct your internal audit

Finally, you'll conduct your Internal Audit - the practice run that ensures you have all documentation and processes in order and are ready for the certification audit.

After you've completed your preparation steps, you are ready for the Registrar certification audit.

This is the real last step. A Core-recommended, accredited third-party auditor will come to your facility and perform an audit on the quality management system you have developed.

And once you are certified, Core can help you ensure *stay* certified, keeping your new QMS system sustainable and effective for years to come.

WHAT'S MY INVESTMENT?

4 Months is the **average time** to achieve certification. We've gotten customers certified in as fast as 30 days to meet a contract deadline, while other customers take a bit more time (up to 6 months).

There are two costs involved in certification: the **preparation cost** and the **Registrar certification cost.**

Core Business Solutions has programs as low as $5,700 for micro businesses to help you prepare for certification. The cost of the Registrar audit varies depending on the scope and size of your organization, but our average customer can expect between $3,500 and $4,000 for the certification audit.

AND WHY CHOOSE CORE?

We are people people. We pride ourselves on connecting with our customers and building relationships that make the process of certification enjoyable. Our work isn't just about the certification – it's about improving your business for future success.

Our consultants have expert knowledge of how to implement ISO 9001. Their experience with a variety of customer segments including government services, machine shops, manufacturers, engineering firms, electronics, distributors, and many other service-orientated organizations means that **we can pair the perfect consultant to your business** to provide the most efficient and effective ISO project implementation.

Our consulting programs provide a dedicated consultant and a customer success team, all within an **affordable and small-business-focused program.** Whether you're a business of one or 150 employees, **our services can be tailored to fit your needs.**

We'll provide effective training as you learn the standard, create documentation, and conduct your management reviews and internal audit. Our CORE ISO Compliance Platform provides great resources for long-term success, and the Community Forum **connects you with hundreds of other businesses** who are seeking ways to improve and mature their QMS.

We work with you every step of the way to get you ready for certification, and **provide continued learning opportunities and resources to ensure you're able to constantly improve your QMS and maintain certification.**

By pairing technology with personal connection, we provide the peace of mind you need as you approach the complex ISO process. Let our unique approach, tools, and support ensure that you **get certified, stay certified, and improve your QMS year after year.**

ABOUT THE ISO 9001 STANDARD

The ISO 9001:2015 Quality Management System standard is the best known and most widely-pursued ISO standard.

More than 1.4 million companies and organizations world-wide are formally certified to ISO 9001, proving that the quality of their products and services are the best in their industry.

The ISO 9001 standard is based on the QMS principles found in ISO 9000:

• Customer Focus

• Leadership

• Engagement of People

• Process Approach

• Improvement

• Evidence-based Decision Making

• Relationship Management

In 2015, the ISO standard was updated to make requirements better suited for small businesses. The ISO 9001:2015 version is still widely used for global supply chains, government procurement officers, and other market drivers as a supplier management tool. The following are the top objectives for the ISO 9001:2015 version update.

1 Make the requirements **equally useful** to product-oriented, (e.g. manufacturers, distributors, etc.), service-oriented, and other non-manufacturing businesses.

2 Put greater emphasis on the **process approach** and measurable results to demonstrate continual improvement.

3 Provide **greater flexibility** in how documentation, leadership and other management system activities are addressed to adapt to specific needs of individual companies.

4 Expand preventive action into **risk based thinking** to include planning, identification and addressing risks faced by the company that may impact its products, services and customers.

5 Align the ISO 9001 requirements with related standards such as ISO 14001, ISO 45001 (old OHSAS 18001), ISO 27001 and others to make it **easier to maintain** more than one certification.

The resulting changes make ISO 9001 certification more effective in **helping companies of any size, in any industry manage risk, improve quality, and better serve their customers.** At the same time, many aspects of the quality management system will be able to be greatly simplified and specifically tailored to your needs and your team.

Core Business Solutions aims to **"interpret and fit"** the standard requirements to your organization, simplifying the process, and **adding value** wherever possible to create the most efficient and effective QMS for you.

Benefits of ISO Certification and an efficient QMS:

• Improves quality and service

• Reduces your costs

• Highlights deficiencies

• Provides continuous assessment

• Showcases continuous improvement

• Ensures higher customer satisfaction

• Improves customer relationships

• Spurs business growth

• Encourages new opportunities

ISO
ADDS
VALUE

WHAT OUR CUSTOMERS ARE SAYING

Jason S.

This group really knows their stuff! The program they offer is well documented, easy to implement, and the project management is top notch! They truly deliver a white glove service and guide, advising and leading you through the entire process.

Jodie D.

Core Business Solutions provided top-tier guidance through the ISO 9001:2015 certification process. Our consultant is a subject matter expert in the standard, highly organized, and readily available for any questions. VEQTOR received unconditional recommendation for certification by PRI Registrar, based on our preparation through CORE and we received certification within 10 days of the Stage II Audit. The CORE documentation platform is also easy to use, ISO compliant, and simplifies document management.

Lisa S.

With Core Business Solutions' help, we have been certified under both ISO 9001:2008 and ISO 9001:2015 while other small businesses in our area remain uncertified despite having begun their ISO journey ahead of us…and they've spent significantly more money doing it. Core is a great value, great product, and great service.

Founded in 2000 by brothers Scott and Mike Dawson (a former Quality Manager and Engineer), we are a small business headquartered in Lewisburg, PA serving the United States and Canada with ISO consultants located in all major metropolitan cities of the US. We developed the CORE ISO Compliance Platform to assist small businesses in the implementation and maintenance of their Quality Management Systems. Our consulting services help hundreds of small businesses each year and we take great pride in helping them become certified and improve their companies.

ABOUT CORE BUSINESS SOLUTIONS

About the Author -- Scott Dawson, President of Core Business Solutions, is an active voting member of the US Technical Advisory Group (TAG) to ISO Technical Committee 176 (ISO/TC 176), which is responsible for drafting ISO 9001 and ISO 9004 international standards on quality management systems. The US TAG Group wrote the revised 2015 Standard, so Scott Dawson has the inside details about the Standard and knows how to simplify it for small business.