



**INTERNATIONAL
CERTIFICATION BODY**
AUDIT | TRAINING | CERTIFICATION | ASSURANCE



ISO 9001:2015

Quality Management Systems

www.mqa.international



What is ISO 9001?

ISO 9001 is defined as the internationally recognized standard that specifies requirements for a Quality Management System (QMS). It is the most widely used standard in the world, with over 1 million certificates issued to various organizations. The current version of ISO 9001 was released in September 2015.

All the requirements of ISO 9001 are generic and are intended to be applicable to any organization, regardless of its type or size, or the products and services it provides.

ISO 9001 provides a framework and set of Quality Management Principles that ensure an approach to the management of your organization to consistently satisfy customers and other stakeholders:

Organizations that have adopted the principles of ISO 9001 regularly realize considerable improvements in their day-to-day operations, with business gains.

Benefits of ISO 9001 Certification

ISO 9001 helps organizations to ensure their customers consistently receive high-quality products and services, which in turn brings many benefits where some benefits are mentioned below:



Improved Process Performance



Increased Customer Satisfaction



Reduced Operating Costs



Efficient Management Approach



Increased Focus on Risks



Greater Compliance



Gain Competitive Advantage



Improved stakeholder relationships



International Recognition

Journey to Certification

ISO 9001 Certification is a 3rd party audit performed by MQA, during the audit we will verify that your organization is following the requirements of ISO 9001, if receive positive results then we will issue an ISO 9001 certificate. This certification is then maintained through annual surveillance audits by MQA, with re-certification of the ISO 9001 Certification after three years. See below cycle to know how you can get started on the road to certification:

MQA Certification Cycle

Year 1

Step 1.1 (Initial Application)

- Client request a quotation.
- MQA will assess Client's requirements.
- MQA will share proposal with client.
- Client signed the 3-year Certification Contract with MQA.

Step 1.2 (Certification Audit)

- MQA will conduct:
 - Gap Assessment (Readiness Review)
 - Stage-1 Audit (Documentation Review)
 - Stage-2 Audit (Implementation Review)
- MQA Auditor will share the audit reports to MQA's Certification Decision Committee.

Step 1.3 (Certificate Management)

- If certification decision is positive, then certificate is issued by MQA.
- If certification decision is negative, then verification audit is planned by MQA.
- Client will receive the MQA Portal access to:
 - View the Audit Reports.
 - Download the ISO Certificate.
 - Review & Respond to Audit Findings, etc.

Year 2 & 3

Step 2.1 (Renewal Request)

- MQA request for renewal.
- Client agreed for Surveillance Audit.

Step 2.2 (Surveillance Audit)

- MQA will conduct a Surveillance Audit
- MQA Auditor will share the audit reports to MQA's Certificate Decision Committee.

Step 2.3 (Certificate Management)

- If no critical non-conformity is found, then the certificate is renewed by MQA.
- If any critical nonconformity is found, MQA will plan a verification audit.
- Client have the MQA Portal access to:
 - View the Audit Reports.
 - Download the ISO Certificate.
 - Review & Respond to Audit Findings, etc.



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Head Office: 167-169 Great
Portland Street, 5th Floor, London,
W1W5PF, United Kingdom

+44 20 8089 5708
info@mqacert.com
www.mqa.international

Stay Updated!

