



What is quality management all about ?

ISO 9001 builds on seven quality management principles. Following these principles will ensure your organization or business is set up to consistently create value for its customers. With these seven pillars firmly in place, implementing a quality management system will be much easier.

The seven quality management principles are :

1. Customer focus. Meeting – and exceeding – customer needs is the primary focus of quality management and will contribute to the long-term success of your enterprise. It is important to not only attract but also retain the confidence of your customers, so adapting to their future needs is key.

2. Leadership. Having a unified direction or mission that comes from strong leadership is essential to ensure that everyone in the organization understands what you are trying to achieve.

3. Engagement of people. Creating value for your customers will be easier if you have competent, empowered and engaged people at all levels of your business or organization.

4. Process approach. Understanding activities as processes that link together and function as a system helps achieve more consistent and predictable results. People, teams and processes do not exist in a vacuum and ensuring everyone is familiar with the organization's activities and how they fit together will ultimately improve efficiency.

5. Improvement. Successful organizations have an ongoing focus on improvement. Reacting to changes in the internal and external environment is necessary if you want to continue to deliver value for your customers. This is of paramount importance today when conditions evolve so quickly.

6. Evidence-based decision making. Making decisions is never easy and naturally involves a degree of uncertainty, but ensuring your decisions are based on the analysis and evaluation of data is more likely to produce the desired result.

7. Relationship management. Today's businesses and organizations do not work in a vacuum. Identifying the important relationships you have with interested parties such as your suppliers – and setting out a plan to manage them – will drive sustained success.