



**SECURANCE**

Step-by-step Guide  
**ISO 9001 Certification.**

# Content

## Getting to Know the ISO9001 Standard

In this whitepaper, we will provide you with the necessary information on the ISO 9001 standard. The whitepaper consists of information regarding the ISO 9001 norm, the project phases of the ISO 9001 certification and the benefits of the ISO 9001 standard for your organisation.

As a professional Risk Management Governance, and Compliance firm, we are pleased to provide support with the ISO 9001 certification project within your organisation. We are more than pleased to answer questions you might have regarding the ISO 9001 standard.

# ISO 9001

## Quality Management

ISO 9001 is an Internally recognised standard that outlines the requirements for a Quality Management System. It is like a set of guidelines that organisations can follow to ensure they consistently provide products and services that meet customer and regulatory needs.

ISO 9001 is an internationally recognised standard for Quality Management Systems. It specifies the requirements for establishing, implementing, maintaining, and continually improving a Quality Management System. The standard provides a framework for managing quality, encompassing people, processes, and resources.

ISO 9001 certification demonstrates an organisation's commitment to quality and its ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements. This certification is achieved through an independent audit process conducted by an accredited certification body. The audit assesses the organisation's Quality Management System against the requirements of the ISO 9001 standard.

The scope of the ISO 9001 certification audit covers the organisation's Quality Management System, including the documented information, processes, and resources implemented to manage quality. It also includes the context of the organisation, its interested parties, and the scope of its Quality Management System.

ISO 9001 does not prescribe specific solutions but rather provides a framework for organisations to identify and implement the processes necessary to address their specific needs and achieve their quality objectives. The standard emphasizes a process-based approach, requiring organisations to identify, analyse, and evaluate their key processes and implement appropriate controls to manage them. A successful audit results in the issuance of an ISO 9001 certificate, which is valid for a defined period, typically three years, subject to periodic surveillance audits.

## Industries

Organizations providing services to other organisations, e.g. Asset/Property Managers, Pension Services Providers, manufacturing, Software as a Service (SaaS)-providers, Infrastructure as a Service (IaaS)-providers, Platform as a Service (PaaS)-providers, and Datacentre Services providers are generally required to certify to the ISO 9001 standard.

# Phase 1. Scope Definition

## How to Define the Scope of your ISO 9001 certification

**Defining the scope of your ISO 9001 certification is a critical first step in establishing your Quality Management system. It sets the boundaries for what is included in your Quality Management System and, therefore, what will be audited for certification.**

### Prepare the Scope

Defining the scope of your ISO 9001 Quality Management System is a crucial first step. It is about clearly outlining what your Quality Management System covers and, just as importantly, what it does not. This involves identifying all your products and services, including any variations, and pinpointing the boundaries of your organisation. Think of physical locations, departments, and the key processes involved in delivering those products and services. Assess and document any permissible exclusions, such as manufacturing solely based on customer-provided designs, ensuring they are properly justified. The final statement should be a clear, concise document, avoiding any jargon, that explicitly states what is included in your Quality Management System and what is not.

Top management needs to review and approve this, making sure it aligns with your overall strategy, customer needs, and any regulations. This well-defined scope provides a solid base for a successful Quality Management System.

# Competitive Advantage

## How an ISO 9001 Certification Gives You an Edge Over Your Competitors

ISO 9001 certification gives a market advantage by building greater trust and confidence in customers and stakeholders, ISO 9001 Certification distinguishes an organisation from others, especially in data-sensitive industries, and makes it the qualification of choice or even a requirement for large business and government contracts. Beyond market positioning, ISO 9001 reduces risk and improves resilience by having proactive risk management and quality management.



# Phase 2. Implementation

## Step-by-step Approach

### 1. Planning

In Phase 1, the impact (GAP analysis) of the implementation is determined. Based on the impact and the defined scope of the implementation, a detailed plan is prepared in which the various milestones are identified, and arrangements with management are made.

### 2. Design

In Phase 2, interviews are held to identify risks, determine the impact and the existing working method, and take note of the information present within the organisation. Documented policies and detailed policies are developed which are aligned with the ISO 9001 standard and your company's business goals.

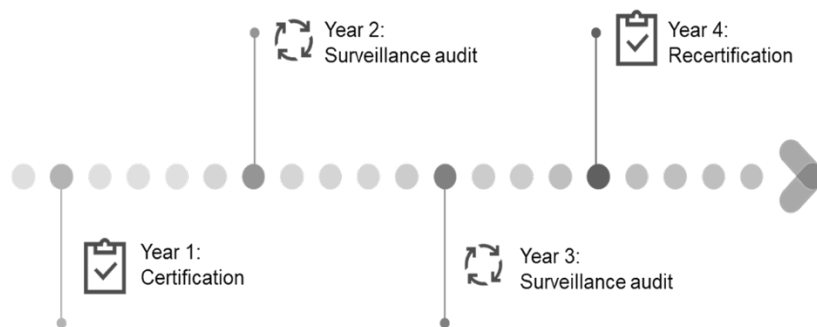
### 3. Monitoring, review, and improvement

ISO 9001 is a continuous improvement process. Regularly review and update your Quality Management System to ensure that it remains effective.

# Phase 3. The Audit

## ISO certification audits

The ISO 9001 certification operated on a three-year cycle.



### Year 1: Initial certification audit

The Year 1 Initial Certification Audit for ISO 9001 represents a significant milestone in achieving certification. It is a comprehensive assessment of your Quality Management System to ensure it meets the ISO 9001 standard. In this stage, the Quality Management System will be audited for design and implementation. The auditor assesses whether all the controls of the ISO 9001 in scope are achieved.

### Year 2: Surveillance audit

During the first surveillance auditor, the auditor will concentrate on specific areas of your Quality Management System, often those identified as higher risk or areas where changes have been made since the initial certification. They might also check up on the status of any corrective actions from the initial audit. Successful completion of the surveillance audit is essential for maintaining your ISO 9001 certification.

### Year 3: Surveillance audit

The second surveillance is similar to the first surveillance audit with the purpose of verifying whether you are continuously maintaining and improving your Quality Management System and whether you are still effectively meeting the ISO 9001 standards requirements.

## Year 4: Re-certification audit

The ISO 9001 certification audit is a comprehensive assessment of your Quality Management System to ensure it meets the ISO 9001 standard. In this stage, the Quality Management System will be audited for design and implementation. The auditor assesses whether all the controls of the ISO 9001 in scope are achieved.

# Key Benefits

## Of ISO 9001 certification

### Experience the Benefits of ISO 9001 certification

ISO 9001 certification are used by organisations as a marketing tool. New and existing customers immediately recognise that they are dealing with a reliable party. Organisations that do not have such certification may be missing out on important new opportunities. During the sales process, it is common for a customer to ask their supplier to fill in a questionnaire to gain insights into the current maturity level of the organisation.

Providing you with an ISO 9001 Certificate is likely to provide effective answers to these questions. It will speed up the process considerably. This will also provide the customer with the feeling and confidence that processes are indeed in order.

# Introducing Securance

## Invest in Efficiency, Value, and Partnership

- Analyse Risks
- Plan the Project
- Prepare System Descriptions
- Perform a Readiness Assessment

**Implementing ISO 9001 requires effective planning, leadership involvement, thorough analysis of processes and reliable resources and project management.**

Securance originates from a 'Big Four' audit firm and is founded in 2004. The result of our background is that we work in accordance with the highest professional standards and have experience in working with tight deadlines. We live by our professional standards, and we always deliver the highest quality whilst continuously striving to meet our clients' needs.

As a consequence of our flat structure and efficient communication framework, we can respond quickly to your requirements. Choosing Securance implies selecting a professional organisation but also choosing a personal approach. Effective project management, our experience with implementing risk management frameworks in your industry, and professionalism are, in our opinion, the foundation for excellent results.

As Securance, we believe that a good understanding, clear communication, and knowledge of our clients' industry are essential for delivering added value to you as our client. Based on this approach, we will inform you on the relevant changes in laws, regulations, and other important developments.



# Our Satisfied Customers

## References





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