

# ISO 9001 Highlights

Autumn 2015

## Harvesting the Best of Quality!

**The New ISO 9001:2015 is published. Why the need for change?**

-Maintain relevance to organizations  
-Provide an integrated approach to organization management,  
-Integrate with other standards, and  
-Provide stability (a consistent foundation for the next 10 years of ISO)

**What does this mean for certified companies?**

The main components of ISO 9001 remain the same. Over the next few months changes can happen to bring the company into compliance with the new Standard. This can be a gradual transition until successfully upgraded by a Registrar.

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### What is Quality Customer Service?

Did you know? Over 95% of unhappy customers do not complain when they are not satisfied. Over 90% of upset customers do not return. Each unhappy customer will tell 10 others about their experience. Quality Customer Service is the *Real Competitive Edge*. The difference between effective & ineffective service is a matter of sensitivity, sincerity, attitude & human relations - all of which can be learned.

With product differentiation becoming more challenging, competing on the basis of product or price is insufficient. How can a company differentiate themselves to create a perceptible difference that sets them ahead of the pack? The key is *service*, and a tactical approach to excellence in service is the new standard. Service is the new standard by which to measure an organizations performance.

It's important to know the value of a loyal customer to the lifetime of the organization. Identifying quantifiable, measureable data to measure customer perception can help the organization to make factual based decisions to survive in today's fierce, global marketplace. Go that extra step for the customer and never look back!

1. Send a positive attitude to others
2. Identify the needs of your customers, guests or clients
3. Provide for the needs of your customers, guests or clients
4. Engage to make sure your customers return

What a Difference a Smile Makes! Now Engage!

### ISO 9001:2015 is here!

### Book your ISO 9001:2015 Transition or Internal Auditing Course Today!

Learn the High Level Structure, understand the differences between the 2008 and 2015 Standards and gain strategies to effectively upgrade your ISO 9001 system to the new 2015 Standard. Book your In-house Training Session Today.

### Did You Know? Fun Facts About ISO 9001:

- *International standard for quality management systems (QMS)*
  - *Originally published in 1987*
  - *Underwent major revision in 1994, 2000 & 2008*
  - *Applies to any organization regardless of size or industry*
- *Implemented by more than one million organizations in over 170 countries*