

Basic ISO Philosophy

ISO Standards are based on the simple process philosophy of Plan-Do-Check & Act.

This involves determining (**Plan**) and implementing (**Do**) processes for your Quality Management System, ensuring they are effective, providing resources and information for monitoring and analysing them (**Check**) and acting (and **Act**) to achieve planned results and continual improvement.



What does this mean for your Business?

When this process is applied to a business as a whole think of the “Plan” as preparing your business to enter the markets you want to operate in, the “Do” as providing your product or service and the “Check and Act” as monitoring your performance and seeking to improve on it based on your observations. The Standards declare that, *“When activities are managed as a process desired results are achieved more efficiently, resources are used more effectively, results are more consistent and predictable, and improvement opportunities can be spotted and concentrated on more easily”*. Is any of that of interest to *your* business?



Enhancing Customer Satisfaction

A focus on quality is clearly vital for sustaining your business and for providing new opportunities.

Certification to ISO 9001 makes a powerful statement to your customers, and your wider community, that you are serious about quality delivery.

Improved product and service quality and consistency comes from 9001's compulsion to determine and, in some form, document what you consider to be your **Best Practice** leading to increased customer satisfaction and repeat business from customers who are confident of your ability to deliver!



Continual Improvement Cycle

What would **your** business look like if it continually improved? What would your customers think of you?

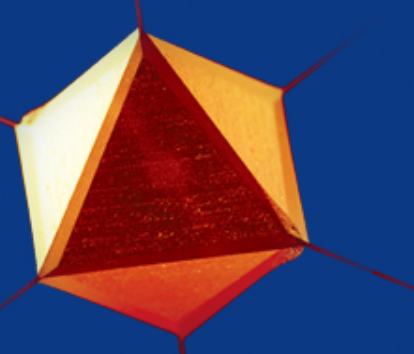
ISO requires you to continually improve the degree to which your products and services meet customer requirements; to continually improve the effectiveness of your processes which can only lead to improved results; and to continually improve customer satisfaction.

Could there be a better blueprint for an ongoing successful business?

Poor quality costs money; Good quality saves money!



Guaranteed Triple ISO Certification by Christmas



Our Guaranteed ISO Certification by Christmas programme starts in September 2015 and is available for a restricted number of specialist contractors who wish to secure certification to ISO 9001 (Quality Management), ISO 14001 (Environmental Management) and OHSAS 18001 (Health & Safety Management) via an Integrated Management System.

The programme has been designed in response to the needs of many businesses, maybe like your own, who are busy with other issues. We have developed a methodology to both kick-start your ISO process with minimal initial involvement from yourselves and also make rapid progress without diverting you from pressing matters.

Foy Certification has a 100% success record of getting business through to Certification at the first attempt

Please register your interest via

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