

AFAQ ISO 9001:2015

GAIN A COMPETITIVE ADVANTAGE AND
ENHANCE CUSTOMER SATISFACTION!

quality



With over **one million certificates issued** around the world, ISO 9001 is the gold standard for quality management certification. ISO 9001 certification, the most widely-used tool for controlling an organization and its activities, offers a framework for **improving internal operations, managing activities and increasing competitiveness.**

ISO 9001 was revised in September 2015 to offer even greater agility and simplicity in an effort to address the needs of organizations doing business in an increasingly complex economic and competitive environment.

AFAQ ISO 9001 CERTIFICATION: WHAT ARE THE BENEFITS?

- ↳ **Generate greater revenue:** on average, organizations **certified to ISO 9001 and ISO 14001** experience a **16% higher revenue increase** than non-certified companies*.
- ↳ **Control your activities** and risks.
- ↳ Strengthen **customer loyalty.**
- ↳ **Seize new opportunities for innovation.**
- ↳ **Create united teams** working towards the same empowering goals.
- ↳ **Increase your export market share** (+7% on average*).

* According to the Organization Performance Chair of Paris Dauphine University.

OUR CERTIFIED CUSTOMERS SAY IT BETTER

"One of the major benefits involves reorganizing the company according to a process-based approach that promotes oversight and cross-functional practices." QUALNET

"We have improved our speed of response to our customers (partner businesses, students and parents), our suppliers and also between our departments." MBS GROUP

"Certification places considerable focus on customers and also other interested parties, including employees, suppliers and local communities." AIR LIQUIDE GLOBAL E&C SOLUTIONS France

"We made wide-sweeping changes to the organizational structure of our departments with the aim of giving our business line a more professional edge. [...] ISO 9001 was the obvious choice." BNP PARIBAS

"We want to offer passengers a positive experience thanks to a skilled, devoted and motivated workforce. Achieving certification empowers the teams!" ALGIERS AIRPORT

CHECK OUT THE KEY POINTS OF THE 2015 VERSION

Download our free transition guide to:

- Review your challenges and the benefits of the 2015 versions.
- Assess the impacts on your certification.
- Draw strength from the feedback provided by organizations already audited to the 2015 version.



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Certification by AFNOR Group

Read other testimonials on our news blog at
lemagcertification.afnor.org/en

afnor
GROUPE

ACHIEVE CERTIFICATION: **PROCEDURE**

**GET
READY**

PRE-AUDIT SURVEY

This customizable survey can be carried out at any time and offers a personalized review of your organization's performance. The auditor sets out your strengths and opportunities for improvement in an assessment report, which provides a clear insight into the necessary course of action to achieve certification.

1 PREPARATION WITH THE AUDITOR

- Review of your management system
- Familiarization with your organization
- Joint definition of the audit plan

A STEP-BASED APPROACH
Are you looking to take a gradual,
step-by-step approach to certification?
Choose AFAQ 9001 in steps and your
audit will be spread over three years!

2 ON-SITE AUDIT

- Examination of your practices and data
- Meeting with the teams
- General presentation of the audit findings
- Delivery of the audit report

Decision to award certification?

AFNOR Group will issue your certificate and logo with a three-year validity period.

3 REVIEW AND FOLLOW-UP

- Discussions about your audit and a satisfaction questionnaire
- Annual follow-up audits

WHY **AFNOR GROUP** IS THE RIGHT CHOICE

The AFNOR Group draws strength from a global network of **39 offices, 6 accredited certification organizations** and **1,700 auditors and assessors**, including 790 outside France, to support companies and deliver its expertise in **100 countries**.

While remaining in complete control of your strategy, you can **implement our solutions one at a time or alternatively combine them**. Thanks to the compatibility of our standards and the expertise of our auditors, you can combine your approaches and improve the duration of your audit.

Looking to change your certification organization?

AFNOR Group will take care of transferring your certificate!

FOR MORE INFORMATION:

➔ www.bqscert.org/afnor

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