

BS EN ISO 9001: The benefits to your business

If your customers love the services your business provides, or the products you make, you want to maintain that standard. Ensuring and improving the quality of your goods or services is quality management – and it's essential for growing your business.

[ISO 9001](#) is the quality management standard. By following its guidance, you'll learn how to improve processes, communication, systems and controls to ensure your business is more consistent, more productive and – ultimately – more profitable.



ISO 9001: The quality management standard

ISO 9001 shows you how to implement a quality management system (QMS). Whether you're a manufacturer or a coffee shop, every stage of your business has a margin for risk and error that can result in inconsistent quality. That could be staff making mistakes, machinery or software letting you down, or even misunderstandings between departments.

A QMS lays out a set of processes for everyone to follow. These processes in turn help to reduce costly errors and boost profits. This means everyone works together better, your customers are happy and your business is thriving. It covers everything from creating a quality policy (how things should be) to planning (how you'll make changes) and carrying out procedures (implementing those changes).

Quality management can help you...

- Boost profit and cut costs
- Win new business and customers
- Operate more effectively and reduce mistakes
- Increase productivity at every level
- Ensure consistent quality of products or services
- Improve customer service
- Boost employee engagement

Put quality at the heart of your business with ISO 9001

ISO 9001 shows you how to develop and implement a unique QMS for your business and then continually improve upon it. As you work through the standard's guidance, you'll add value to every level of your business by focusing on quality and consistency.

- ISO 9001 is the world's most popular management system standard
- Over 1 million organizations in 170 countries are certified to ISO 9001 ([ISO](#))



Make your business more effective and productive with ISO 9001

As [ISO 9001](#) is a standard that affects many parts of your business, the benefits are wide-ranging. From simplifying compliance to making your organization more competitive, see below how ISO 9001 can help your business achieve its long and short-term goals.



Reduce costs

With ISO 9001 you can...

Identify inefficiencies and put quality at the heart of your business

By identifying areas where mistakes are made or processes have become inefficient, ISO 9001 can help you make operations more effective and more productive, reducing overheads and improving profit margins.

Better quality

With ISO 9001 you can...

Guarantee the quality of your output to build customer trust and loyalty

A QMS can help make sure that your output is of a reliable quality and that there are no unexpected surprises for you, your customers or your suppliers. By formalizing processes and outcomes, everyone can be confident in these.

Continual improvement

With ISO 9001 you can...

Continually find areas and opportunities for improvement

Putting in place operational controls that manage and measure performance makes it easy to identify when things aren't working. This lowers your operating costs, saves money by fixing inefficiencies and ultimately boosts your bottom line.

Competitive advantage

With ISO 9001 you can...

Demonstrate your commitment to quality

Following the guidance in ISO 9001 can make your business more productive and efficient, ultimately making you more competitive. If you choose to get certified, you also open up new opportunities to win bigger, more lucrative contracts.

Learn more about ISO 9001 with resources from BSI

Certified or non-certified?

If you choose to get certified to a standard, a certification body (such as BSI) will help you prepare for and achieve the formal assessment. You can then use this certification to tender for larger projects or display your commitment to quality on your branding and marketing materials.

But you can still enjoy the benefits of standards without certification. By choosing parts of the standard which impact your business the most and implementing those, you can boost productivity and efficiency in your business in a way that suits you.



[Next steps: Guide to implementing ISO 9001](#)

Thinking about implementing ISO 9001? Get started with this step-by-step break down.

[Guide to quality management](#)

What is quality management and how does improving it benefit an entire organization? Find out in this guide.

[Implementing ISO 9001: The overview guide](#)

This comprehensive guide to implementation will walk you through how to get the most out of implementing ISO 9001.

Start your journey to better quality management

To find out more about [ISO 9001](#) and how it could benefit your business, visit [BSI Knowledge](#) or [contact the BSI team today](#).