

The adoption of a quality management system is all about delivering quality to the customer and giving them confidence in our business.

### WHAT'S ISO?

ISO is the **International Organization for Standardization** who develop and publish International Standards. The standard provides guidance for companies who want to ensure their **products and services consistently meet customer requirements** and that **quality is consistently improved**.

ISO 9001 sets out the requirements for a quality management system.

### WHAT IS A "QUALITY" MANAGEMENT SYSTEM?

A quality management system is a way of defining how an organization can meet the requirements of its customers and other stakeholders affected by its work. The adoption of a quality management system is a **strategic decision by Hickory** to help us **improve our overall performance** and provide a **sound basis for sustainable development initiatives**.

### WHY ARE WE DOING IT?

#### IMPLEMENTING A QUALITY MANAGEMENT SYSTEM WILL HELP US:

- **Put our customers first**, making sure we consistently meet their needs and enhance their satisfaction. This can lead to repeat custom, new clients and increased business.
- **Work in a more efficient way**, as all our processes will be aligned and understood by everyone in the business. This increases productivity and efficiency, bringing internal costs down.
- **Meet the necessary statutory and regulatory requirements**.
- **Expand into new markets and win new contracts**, as some sectors and clients require ISO 9001 before doing business.
- **Identify and address the risks** associated with our type of work.

### QUICK FACTS ABOUT ISO

**1,111,698** organisations  
**CERTIFIED TO ISO 9001**

**95%**  
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of participants cited benefits such as; employee involvement, operational efficiency and cost reduction since becoming ISO 9001 certified.

**AVERAGE OF 10% ADDITIONAL WORKFORCE REQUIRED DUE TO INCREASED TURNOVER**



**178** countries are ISO members

ISO 9001 certified organisations are more competent and **PAID 7% MORE** on average



**85%** of certified organisations report benefits including; improved company perception, higher demand for products & services and increased market share

#### Top 10 countries with ISO 9001 certificates

- |                       |                       |
|-----------------------|-----------------------|
| 1. China              | 2. Germany            |
| 3. Italy              | 4. United Kingdom     |
| 5. Japan              | 6. India              |
| 7. Spain              | 8. USA                |
| 9. Russian Federation | 10. Republic of Korea |

ISO 9001 is based around seven quality management principles. Following these principles will ensure we are set up to consistently create value for our customers.

### 1. CUSTOMER FOCUS

**Meeting – and exceeding – customer needs is the primary focus of quality management** and will contribute to the long-term success of our business. It is important to not only attract but also retain the confidence of our customers, so adapting to their future needs is key.

### 2. LEADERSHIP

**Having a unified direction that comes from strong leadership is essential** in ensuring that everyone in the business understands what we are trying to do. To achieve our goals we must establish a culture of trust and integrity and encourage an organization-wide commitment to quality. We will inspire, encourage and recognize people's contribution.

### 3. ENGAGEMENT OF PEOPLE

**Competent, empowered and engaged people at all levels are essential to enhance our capability to create and deliver value.** To manage the business effectively and efficiently, it's important to involve all people at all levels and to respect them as individuals.

### 4. PROCESS APPROACH

**Understanding activities as processes that link together and function as a system helps achieve more consistent and predictable results.** People, teams and processes do not exist in a vacuum and ensuring everyone is familiar with the business's activities and how they fit together will ultimately improve efficiency.

### 5. IMPROVEMENT

**Successful organizations have an ongoing focus on improvement.** Reacting to changes in the internal and external environment is necessary if we want to continue to deliver value for our customers. We will recognize and acknowledge improvements made at all levels.

### 6. EVIDENCE-BASED DECISION MAKING

**Making decisions based on the analysis and evaluation of data and information is more likely to produce the results we want.** It is important to understand cause-and-effect relationships and potential unintended consequences. We will make decisions and take actions based on evidence, balanced with experience and intuition.

### 7. RELATIONSHIP MANAGEMENT

Today's businesses and organizations do not work in a vacuum. Identifying the important relationships we have with interested parties such as our suppliers – and setting out a plan to manage them – **will drive sustained success.**

