



The Benefits of ISO 9001....

Over 350,000 companies world are registered to ISO 9001. The benefits they find include:

- Improved consistency of service and product performance
- Higher customer satisfaction levels.
- Improved customer perception
- Improved productivity and efficiency
- Cost reductions
- Improved communications, morale and job satisfaction
- Competitive advantage and increased marketing and sales opportunities.

Dun and Bradstreet findings:

85% of registered firms report external benefits

- ✿ Higher perceived quality
- ✿ Greater customer demand

Dun and Bradstreet findings:

95% report internal benefits

- ✿ Greater employee awareness
- ✿ Increased operational efficiency
- ✿ Reduced scrap expense

A Case Study:

Published in the Dallas Business Journal, the study credited ISO 9001 for:

- ✿ Increased Productivity
- ✿ Reduced scrap and waste
- ✿ Record sales level
- ✿ Catching inferior raw materials before they were used
- ✿ A contract with Romania's state owned oil company.

Other Case Studies showed:

ISO Registration resulted in:

30% Reduction in customer claims

95% improvement in delivery time

Reduced defects from 3% to 0.5%

40% reduction in product cycle time.

20% increase in on-time delivery

International acceptance and recognition

Facilitated trade in international markets

Promoting of safety, reliability and quality in food products.

CIRAS News Says:

- Cutting quality cost in half can increase profit more than a 10 percent increase in sales.
- ISO 9001 is the most promising method for cutting the cost of quality.

Registered companies site the benefits of ISO 9001 Registration as:

Improved management

- ✿ 86% of respondents

Better customer service

- ✿ 73% of respondents

Improved efficiency

- ✿ 69% of respondents

Reduced waste

- ✿ 53% of respondents

Improved staff motivation

- ✿ 50% of respondents

Reduced costs

- ✿ 40% of respondents

Irwin Professional Publishing survey results show:

30% of registered companies experience increased customer demand.

50% of registered companies have decreased number of customer audits.

69% of registered companies have a competitive advantage in their market.

83% of registered companies products have higher perceived quality in the marketplace.

Survey of NYSE traded companies and ISO 9001

- ✿ US publicly held companies traded on the NYSE that received registration under the ISO 9001 quality standard show significant improvement in financial performance compared to those companies that have not pursued the standard.
- ✿ The firms that failed to seek registration experienced substantial deterioration in return on assets, productivity and sales. Registered companies avoided such declines.

Source: <http://www.manufacturingnews.com/news/02/0830/art1.html>



The largest FREE resource tool for young hoteliers and seasoned professionals

Start seeing these benefits in your organization

Benefits start with your implementation project; you do not need to wait until registration is achieved to start seeing the improvements.



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To implement ISO 9001 in your organization:

One of the fastest and most effective ways to implement ISO 9001 is to use **The 9001 Store** Documentation and Training Package

By using this package you will implement a professionally designed Quality Management System in the most cost effective manner available.



The largest FREE resource tool for young hoteliers and seasoned professionals

Start your project with years of expertise on your side:

Use professionally designed Quality Manual, Procedures and Forms.

- ✿ Save countless hours of your time by editing these proven procedures instead of starting from scratch.
- ✿ These procedures document processes to meet the requirements of the standard, and are ready for you to tailor for your organization.



The largest FREE resource tool for young hoteliers and seasoned professionals

Train your employees

Offer the most convenient, cost effective training available

Computer based training provides each employee with an introduction to the standard and what it means to them

Documentation and Training Packages are available

- ✿ Project manager's guide
- ✿ Project manager online training
- ✿ Gap Analysis Checklist
- ✿ Quality Manual, Procedures and Forms
- ✿ Internal Auditor Training Materials package
- ✿ Employee Training
- ✿ support for answers to your questions