



# Compass Quality Solutions

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## ISO certification: What to consider before pursuing

Most organizations contemplating ISO 9001 certification wonder if it is worth the time, effort, and investment. If you are in this situation, these three considerations will help you make your decision:

### 1. What are your reasons for pursuing ISO certification?

Most companies pursue certification because of customer or marketplace demands. Certification is viewed as a “positive thing” and typically results in improved customer satisfaction and business performance, as well as increased business. However, if your reason is neither of the above; and you have a good, solid Quality Management System that meets the ISO requirements, then compliance may be sufficient.

### 2. Is now the right time?

ISO certification requires people, time, and money to achieve. Although resources are needed to maintain the system, most are utilized during the implementation phase. If there are other high priority projects competing for resources, the chance of success is lessened. This may not be the best time; if this is the case, you might consider setting a more realistic starting date.

### 3. How committed is Management?

Management plays a key role in establishing and maintaining the Quality Management System. It's essential that they embrace the concept and are actively involved in the implementation and certification process. ISO provides the framework to build and grow your business, but if it is looked upon as simply a task to be completed, the maximum benefit will not be realized. Contacting other businesses that are ISO-certified may provide valuable insight for management.

To ensure successful ISO certification, give these three factors serious consideration; it is a commitment that should not be taken lightly.



## Our Clients' results:

- 20% reduction in cost
- 35% reduction in defects
- 40% improvement in productivity
- ISO 9001 certification achieved within six (6) months

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*“ISO certification  
.....should not be taken  
lightly.”*

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