

Quantifiable Benefits Achieved by ISO 9001 Clients Certified by QMS International  
Results from 2016 Client Survey



Sector	ISO 9001 Benefits	Additional Standard Benefits
Agriculture	"As a team we now communicate even better. Non-conformances are dealt with more expediently. Far more aware of customer satisfaction."	
Charity	<p><b>"Instead of answering 20 Questions in our bid submissions we merely state that we have ISO."</b></p> <p>"We gained a government tender."</p> <p><b>"We have gained more understanding of our processes for our services, making the service more structured."</b></p>	
Construction	<p>"We are in the process of applying to Construction Line in order to grow the business within this market sector. ISO 9001 makes the application process easier and gives potential customers confidence in our company."</p> <p><b>"Have reduced errors through better identification."</b></p> <p>"It is one of the tools that help with continual improvement."</p>	<p>"They are required by the majority of our customers."</p> <p><b>"Monitored our energy consumption more closely."</b></p>

<p>Construction</p>	<p><b>"We have gained new customer from holding the ISO9001:2008 standard We have received more enquiries from larger organisations."</b></p> <p><b>"It has helped to put everything into a formal structure that staff are then expected to follow."</b></p> <p>"Beneficial in submitting PQQ to shown company standards are in place."</p> <p><b>"We have gained customers. We have achieved increased customer satisfaction."</b></p> <p>"We have improved internal processes, which have aided the team in their day to day work. Instigated regular, structured design reviews, improving the overall project performance."</p> <p><b>"We have been able to tender for much larger projects than prior to our ISO 9001 certification. We also have ISO 14001 and OHSAS 18001 through QMS all of which sets us apart from our competitors and demonstrates to our customers a commitment to quality standards."</b></p> <p>"We have streamlined pre-qualification submissions."</p>	<p>"Met obligations and assisted in getting the Quality and Environmental message across to our staff."</p> <p>"Increased pre qualification tenders. Ensuring standards are in place."</p> <p><b>"Increased focus on reduction of waste."</b></p> <p><b>" Met legal obligations &amp; reduced waste."</b></p> <p>"Reduced paper consumption. Reduced rubbish sent to landfill by increasing our recycling and making changes in the office to reduce packaging etc."</p>
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<p>Construction</p>	<p><b>"We have restructured and streamlined our team meetings, increasing staff morale. We have produced an office manual accessible to all new staff members."</b></p> <p>"It helped us to gain full points when submitting tenders/PQQs rather than having to answer lots of questions and provide evidence."</p> <p><b>"Hard to evaluate but is a requirement for most of our existing clients and is requested on any new client applications for work."</b></p> <p>"Application of the ISO 9001 standard has helped organise and tighten up office procedures."</p> <p><b>"It saves us time completing client supply chain documents."</b></p> <p>"Assists when tendering for work as we can clearly demonstrate a QA system saves 5% time when bidding for work. Increased customer satisfaction approx 5% less complaints."</p> <p><b>"It has allowed us to prequalify for tendering for some larger contractors."</b></p> <p>"WE HAVE INCREASED OUR CUSTOMER BASE IN THE AREA OF BLUE CHIP ORGANISATIONS AND PFI PROVIDERS."</p>	<p><b>"Cuts down the time it takes to complete client procurement documents and professional membership documents."</b></p> <p><b>"QUALIFIES OUR COMPANY TO TENDER FOR PARTICULAR COYTRACTS THAT REQUIRE A MINIMUM LEVEL OF MANAGEMENT SYSTEMS."</b></p>
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<p>Construction</p>	<p><b>"As a Health and Safety consultancy within the Automotive and Construction sectors, it has helped us to achieve a position of prominence as the ISO 9001 standard demonstrates we are committed to managing our systems to ensure client satisfaction."</b></p> <p>"It allows us to tender for bigger contract work with companies that require us to have ISO 9001 framework in place."</p> <p><b>"Maintained repeat business by demonstrating commitment to Quality and continual improvement."</b></p> <p>"Peace of mind for customers &amp; reduces errors."</p> <p><b>"Our internal audits have flagged up issues that would have otherwise neglected."</b></p> <p>"Improved staff morale, Reputation, Quality standards &amp; Tendering."</p> <p><b>"We have gained customer base, many customers will only trade with accredited suppliers. Has made completion of customer PQQ's easier."</b></p> <p>"Benefits have not been quantified, but the significant advantages have been in providing a more effective framework for management of the business."</p>	<p><b>"Allows for education of junior members of the team in relation to knowledge base, the fact the system is relatively easy to follow and prevents confusion."</b></p> <p>"met legal obligations."</p> <p><b>"Won new contracts."</b></p>
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Construction	"Definate system efficiencies which reduce costs and impress our clients."	"Improvements in systems and process leading to efficiencies and cost savings and increased customer satisfaction"
Education	<p>"we've improved our relationships with existing clients, thus increasing sales."</p> <p>"We have been able to streamline our processes, reduce errors and provide a consistent service to our customers."</p>	<p>"Improved our environmental performance."</p> <p>"Met required obligations &amp; improved systems."</p> <p>"Met tender requirements."</p>
Energy/Natural Resources	<p>"Most of IVB client require that we have ISO 9001. Therefore not having ISO 9001 accreditation would exclude IVB from tendering for the majority of our contracts. In the five years that IVB has held ISO9001 accreditation the turnover has been in excess of £11million. Without ISO 9001 accreditation the company would not exist."</p> <p>"We are able to reach back in time and know exactly what has been done before. For both understanding what is required or not re-inventing the wheel. Allows us to immediately put our hands on project information. Keeps us on track for invoicing and supplier management."</p> <p>"We have won tenders due to us holding ISO 9001 and various other ISO's."</p>	<p>"Met contractual obligations and tendering obligations."</p> <p>"Won more tenders, reduced waste and energy usage."</p>

<p>Energy/Natural Resources</p>	<p><b>"We have improved the way we manage our business. As a experienced quality manager I have seen how it improved relationships and working practice with our clients, employees and subcontractors. We are also spot trends in our business more quickly and engage top level management with our findings."</b></p> <p>"We have been able to successfully tender new customers in our I&amp;C space through the ISO 9001 accreditation."</p>	
<p>Engineering</p>	<p><b>"We gained many new clients because of this accreditation."</b></p> <p>"Enables us to compete in new sectors and develop potential new clients."</p> <p><b>"We gained £30,000 worth of new orders from an existing customer who required us to have ISO 9001."</b></p> <p>"Implementing ad hoc reviews / audits has enabled the management to highlight shortfalls within the normal running of the office and to generate non conformances against staff, which in turn allow staff to develop and for the company to assist in ensuring the Client is receiving a quality product."</p> <p><b>"We have improved on paperwork and procedures."</b></p> <p>"Customers show more interest in us since we have shown our quality system is audited."</p>	<p>"Reduced waste, made energy savings &amp; increased recycling."</p>

Engineering

**"We have gained a new national contact soon to be tripled in size and maintain another national contact. We advertise our accreditation and are proud of the fact. We are asked on a regular basis if we are iso 9001 and have been audited too."**

"We've gained a better understanding of what our clients are looking for and have therefore improved their satisfaction level as a result of using us."

**"Inspires confidence in our customers, saves time when completing QA Surveys. Cuts down on Customer QA visits and may give edge over competition."**

"New customers are asking for our qualifications and ISO certifications."

**"It has enabled us to attract larger clients."**

"We have improved our relations with existing customers and suppliers. We have definitely gained new customers."

**"Gain access to new customers."**

"SWEL since qualifying has doubled in turnover and gained more confidence by our customer awareness of improvements."

**"Retain customers that require ISO 9001."**

Engineering	<p>"Helped us to become suppliers with large organisations."</p> <p><b>"It has been beneficial to our business - some tenders specify that we must be ISO 9001 accredited. Without having the accreditation, we would not have been considered as a supplier."</b></p> <p>"It means we can complete tenders and therefore gain new business and clients."</p>	
Finance/ Insurance	<p><b>"Identified gaps in processes and remedied these which has resulted in a more effective and efficient delivery of service."</b></p>	
Hospitality/ Catering	<p>"We have won tenders on the back of having a robust ISO 9001 system."</p>	
IT	<p><b>Global standardisation of procedures and improved exception management</b></p> <p>"This is difficult as we had a number of processes already in place. ISO9001 confirmed that we had the right things in place."</p> <p><b>"We have in place a framework that has benefitted us greatly through the years when clients ask about such things as policies, procedures and risk assessments."</b></p> <p>"Having the ISO 9001 has been beneficial for the organisation both internal and external. Easy to use and creates an organised system for all employees."</p>	<p>"Used when responding to tenders and making the company overall aware of the need for appropriate security measures and standards."</p> <p><b>"Met environmental, H&amp;S and information security obligations."</b></p> <p>"Cost saving and a better knowledge of environmental issue and saving for the company."</p>



IT	<p>"We have gained new customer with this accreditation but mainly improved out working practices."</p> <p>"We have been able to integrate multiple development processes (from acquisition) into a framework where flexibility can be maintained but quality, efficiency and effectivity can be measured, maintained and improved."</p>	<p>"As a company we are reducing out waste &amp; energy consumption and have become more aware of our impact as a company on our environment."</p> <p>"Reduced waste."</p>
Manufacturing/ Production	<p>"We are now able to quote for work which that has not been within our reach previously due to not having ISO certification."</p> <p>"We have gained new customers having the ISO 9001."</p> <p>"In respect of one particular customer, though we are not in the automotive business sector, we have been classed as a Tier 1 supplier with associated vendor rating reporting, partly thanks to our ISO 9001 accreditation."</p> <p>"We have proved to customers old and new that we work to the highest standards."</p> <p>"It has brought structure to our systems and our customers appear to value our achievement."</p> <p>"We have a new customer that refused to work with us without ISO 9001."</p>	

<p>Manufacturing/ Production</p>	<p>"We have only had the certification for 2 months, so it is early days. However we have been able to employ a senior manager who can see we have a road map for him to implement."</p> <p><b>"We have improved our performance with existing customers and word of mouth we have gained new customers."</b></p> <p>"We have won numerous tenders by having ISO 9001."</p> <p>"Customers see the company as a pro-active business and are visibly more responsive to any quality questions."</p> <p><b>"We have gained new customer especially in the council sector along with large waste contractors."</b></p> <p>"It has helped win tendering contracts &amp; improved QC control."</p> <p><b>"Good PR , available if requested from customers , helps with our processes."</b></p> <p>"Although its early days, the ISO Accreditation process wasn't as daunting as we thought it would be and your Consultant's expert assistance made the process most enjoyable.It has certainly made us think long and hard about the management review processes which we feel will have a most beneficial effect upon the business."</p>	<p>"Gained a framework for improvement and monitoring progress."</p> <p><b>"Met environmental obligations and reduced waste."</b></p> <p><b>"Improved build time due to new stores system."</b></p> <p>"Reviewed management &amp; environmental procedures to improving our system further."</p>
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Manufacturing/  
Production

**"We needed the ISO 9001 certification to comply with the aviation industry who are our main customers. Existing customers and new customers benefit from our work being guaranteed via a reputable certification."**

"We were among the first Companies in our trade to achieve the standard, therefore we were seen as "ahead of the trend" when competing for new contracts. In addition, the QMS processes have enabled us to prove there was no CMCS issue on many occasions over the past 10 years when a client has raised a complaint."

"ISO 9001 has helped us pass PQQ stages of numerous Tenders many of which have been finally successful. The standard is scarce in our industry (print) so it really sets us apart."

**"As we have proven systems in place there is far less room for error and products are high quality. As we have ISO 9001 in place we achieved our CE Marking with BSI easily."**

"We have gained new customers and also improved relationships with existing customers through the ISO 9001."

**"Pleased Local Authority (EPA licence), Staff education & awareness raised."**

"We have a keen interest in environmental matters and the standard helps us focus on this."

Manufacturing/ Production	<p><b>"The majority of our customers are from the food industry and require us to be ISO certified. It has allowed us to streamline our processes and introduce a system of continual improvement from which our business and our customers have ultimately benefited."</b></p>	
Medical/ Pharmaceutical	<p>"We have gained a new national contracts and acceptance from some clients who insisted the suppliers to have ISO. Internally it has definitely given us a good frame work to build on and also have a process in place."</p> <p><b>"WE HAVE REDUCED ERRORS BY 2%."</b></p> <p>"We have been able to increase our revenues year on year in a highly regulated business sector. This would not have happened without ISO 9001."</p> <p><b>"We've had no specific experience in terms of changes in business. It was however a necessity for us to do business."</b></p> <p>"Our sector is highly regulated and the accreditation has held with our regulated activities. We have improved our internal systems which has increased satisfaction by both customers and staff."</p>	<p>"Assistance with regulatory requirements. Reduction in waste. Improved awareness by staff. Improved health. Reduction in costs. reduction in carbon footprint."</p>
Other	<p><b>"We have gained some work from companies who require ISO certification in place. ISO 9001 gives us more credibility in the marketplace in our line of consultancy."</b></p>	

<p>Other</p>	<p>"Makes everything more streamlined, customers are now demanding quality assurance and are reassured when they find out we have been doing this for over 12 years."</p> <p><b>"It helps us whilst filling in PQQ's, and also our clients are impressed with our various accreditation's etc."</b></p> <p>"We wouldn't have been able to bid for a number of tenders without ISO9001 and more recently we find ISO27001 is being asked for. "</p> <p><b>"Gain 2 new contracts, these were only open to companies that were ISO 9001."</b></p> <p>"Customer complaints reduced by 50% over 5 years."</p> <p><b>"It pointed us into looking at areas and processes within the business that we hadn't really considered before. Consequently, we realised that small changes can have huge impacts in performance."</b></p> <p>"Given us a way forward when approached new clients."</p> <p><b>"Customer confidence in us as a company."</b></p> <p>"Our clients appreciate us having ISO 9001."</p>	<p><b>"Being ISO 14001 accredited, helps us with our tender submissions and has also helped some of our clients, particularly schools etc achieve their 'Green Flag' status."</b></p> <p>"Data security, Customer satisfaction and new customers."</p> <p><b>"Met Customer requirements. Improved our systems of work. Opened our eyes to different possibilities."</b></p>
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<p>Other</p>	<p><b>"We've gained lucrative public and private sector contracts requiring ISO 9001."</b></p> <p>"No concrete evidence of this. Only fulfilled requirement to have ISO certification to qualify for participation in tender process."</p> <p><b>"We have won numerous tender applications &amp; contracts as a direct result of our 9001 accreditation."</b></p> <p>"Better understanding of customers need. A thorough system of recording information. A better understanding of the regulations and legal obligations."</p> <p><b>"Having ISO 9001 has meant we have been able to deal direct with End Users rather than go through supply chains."</b></p> <p>"We have managed to streamline many of our systems in accordance with our ISO enabling time saving and easier access to many items in our business."</p> <p><b>"We have streamlined are processes and procedures to suit the business by using the guidelines from ISO 9001. Staff have to follow procedures which makes are operations more efficient and in turn improves customer satisfaction."</b></p> <p>"Noteable reduction in errors and applying a more methodical approach. Inclusion of certificate in proposals to customers."</p>	<p><b>"Improved Supplier Performance &amp; Met legal obligations."</b></p> <p>"Met legal obligations."</p> <p><b>"Reduced Paper Consumption &amp; waste, Increased recycling &amp; Reduced energy consumption."</b></p> <p>"Met Legal Obligations. Understanding of companies impacts and aspects. More confidence in my own role as H&amp;S Manager."</p> <p><b>"Met Legal Requirements. Met UK Standards to Protect the Environment. Being more diligent on all forms of waste placed on the market. Reducing our Carbon Footprint."</b></p> <p>"More robust and streamlined management system."</p>
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Other	<p><b>"We have improved relationships with customers. We have put more procedures in place to make sure all members of staff are working efficiently and less mistakes happen. Feedback we request from customers have been beneficial for us. we have taken all feedback into account and acted upon it where necessary."</b></p> <p>"Improved our internal processes (robustness / efficiency) and increased awareness among staff and management."</p>	
Public Sector	<p><b>"Harmonised processes across all our sections. Audits have reduced errors. Benefits when selling our services to private sector customers. Better accountability to higher levels in the organisation."</b></p> <p>"We've gained new customers whilst maintaining our current customer portfolio with the help of ISO accreditation."</p>	
Retail	<p><b>"It's helped retain respect and loyalty with our biggest customers."</b></p> <p>"Able to sell our products in china."</p>	
Service Industry	<p><b>"ISO 9001 gives us a company credibility rating. Most customers do not purchase based on this accreditation but for customers that do stipulate we have this, it is good to demonstrate the accreditation."</b></p> <p>"Our turn over continues to grow at over 10% per annum."</p>	<p><b>"Improved quality management processes."</b></p> <p>"Ease with accreditations."</p>

<p>Service Industry</p>	<p><b>"We have improved relationships with suppliers and customers. We have reduced the amount of errors and established a thorough process system."</b></p> <p>"We managed to secure additional Clients i.e. IVF Labs."</p> <p><b>"We have set systems in place that have identified shortfalls in the past. We believe we have achieved a more professional attitude resulting from the success of gaining this award."</b></p> <p>"Improved efficiency."</p> <p><b>"We are looking to place ourselves in a better position as we grow in respect to tenders and at the same time work uniformly and by default reducing time and money."</b></p> <p>"We have gained and maintained existing customers."</p> <p><b>"Some form of quality system is expected if you are bidding for a public sector tender - it's more of a tick box exercise for the public sector client, than a key requirement for high quality delivery."</b></p> <p>"WE now have a good management review process in place for both internal processes and external requirements, including health &amp; safety. We have retained contracts by having ISO 9001."</p>	<p><b>"Reduced waste."</b></p> <p>"Gained and maintained customers."</p>
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Service Industry	<p><b>"We've established better lines of communication with the client for feedback. We are now able to submit Tenders where previously without 9001 we could not, whilst we haven't won anything as of yet, it is only a matter of time."</b></p> <p>"Ability to tender for specific projects. Recognised quality approval from customers."</p>	<p><b>"Significant cost savings switching lighting from fluorescent to LED. Client satisfaction by providing a free toner recycling process."</b></p>
Transport	<p><b>"Gained a large contract for a well known bank."</b></p> <p><b>"Improved our standing with customers."</b></p> <p>"It has enabled us to work with some bigger customers and gives us credibility."</p> <p><b>"ISO 9001/14001 have enabled the company to tender successfully for NHS and Council Contracts where ISO requirements were part of the tendering process."</b></p> <p>"We've retained key customers who require ISO accreditation from their supply chain."</p> <p><b>"WE HAVE GAINED CONTRACTS IN THE HIGHER SECTORS."</b></p>	<p>"Improved recycling systems. Lower carbon footprint."</p> <p><b>"Reduced and controlled waste."</b></p> <p>"A clearer understanding of our clients needs and our own standards."</p> <p><b>"LEGAL OBLIGATIONS REACHED, AND SATISFIES HIGHER SECTORS."</b></p>

