



ISO 9001: Paving the Way to Success with a Globally Recognized Standard

> ISO 9001 Whitepaper

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Introduction

Establishing standards and processes that become proven methods utilized across all business types and locations are a challenging task. This study shows that ISO has successfully done this through the implementation of ISO 9001 and the advantages that organizations achieve through certification. Certified organizations see many benefits to the implementation of ISO 9001 which brings customers a higher quality product and focus on customer value. The standard also helps businesses to achieve improved processes and efficiencies where employees are focused on aligned goals.

ISO 9001: Setting Industry Standards

Year after year, businesses set benchmarks in order to compare their business processes and performance metrics against industries best practices. In order to improve processes and performance, business models are put into place in efforts for businesses to strive towards meeting their corporate objectives. While there are many failed business models through the course of history, there are few that have been adopted as globally

recognized business standards. One of the most familiar sets or families of globally recognized quality standards was developed by the International Organization for Standardization (ISO) in 1987, ISO 9000. Of the ISO 9000 standards, ISO 9001 was established to define the requirements of a quality management system. ISO 9001 is a generic standard with practices that can be applied to any organization and is the

International Standard for Quality Management Systems (QMS). Although ISO 9001 is not a business requirement, it is the only standard amongst the ISO 9000 grouping that offers businesses the opportunity to become certified. Today, there are more than one million organizations spanning 180 countries that have adopted the principles and achieved certification to the ISO 9001 requirements.

Edward Deming and ISO 9001 comparison

Contributing to the success of ISO 9001 is that it embodies the work of statistician and Professor Edward Deming's System of Profound Knowledge and 14 Points for Management. Deming is often regarded as the leading quality guru within the United States and seen as the father of Japanese manufacturing. In Deming's book *Quality, Productivity, and Competitive Position* (later renamed *Out of the Crisis*) he defines a theory of management

that would vastly improve the state of manufacturing, specifically within the United States. Deming's 14 Points for Management include: Consistency of purpose, adopt the new philosophy (everyone wins), cease dependence on inspection, don't buy on price tag alone, continuous improvement, emphasis on training, develop managers into leaders, drive out fear, break down barriers, eliminate slogans, eliminate production targets, remove

barriers thus increasing joy in work, invest in education, and involve everyone within the workplace. These 14 Points for Management, while conceivably unintended, are embedded within the ISO 9001 standard. Like Japanese manufactures who embraced Deming's 14 Points of Management experienced many benefits, similar results or benefits can be achieved through implementation and certification of the ISO 9001 standard.

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Why should your organization utilize ISO 9001?

Why would a business desire to become certified? There are many internal and external benefits that can arise from the ISO certification.

External ISO 9001 Benefits:

- Enhanced Image
- Meet Customer Demands
- Obtain 'Preferred Supplier' Status
- Improved Customer and Supplier Relations

Internal ISO 9001 Benefits:

- Improved and Established Training Processes
- Defined Roles and Responsibilities
- Increased Ability to Troubleshoot
- Improved Financial Performance.

By focusing on core business processes and procedures centered on continuous improvement, ISO 9001 has been statistically proven to improve the efficiency and effectiveness of operations.

Quality Every Step of the Way

iCONN Systems, LLC is a custom engineered interconnect solutions design company that focuses on the manufacturing of electrical and electronic connectors, over-molded and discrete cable assemblies and value added turnkey products. Our design process continuously provides customers with high quality, cost effective designs for their specific applications, backed by superior customer service.

iCONN Systems was awarded ISO 9001:2008 certification in December 2013. We maintain this quality management system along with upholding all customer standards or regulations, including continuous improvement activities utilizing cellular manufacturing and lean initiatives. We achieve our continuous improvement efforts by investing in an experienced quality team with ongoing training and development. We also continuously measure and evaluate our performance against company requirements, goals, and industry standards.

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