

Quality Management - ISO 9001



Turning customer orientation into reality, optimising processes and increasing your cost-efficiency.

You already exceed the requirements that your company has to meet by taking a holistic view and constantly improving your structures and processes. Now you can prove your commitment to quality even more clearly with the internationally recognised DEKRA certificate and seal and show your customers that quality is your driving force. The Certification of your quality management system according to ISO 9001 will create trust and open up new markets for you.

Sense and purpose of the ISO 9001 standard

This standard is suitable for any organisation in any sector. It pursues the aim of further developing your own potential and increasing your customer satisfaction so that your corporate goals can be achieved efficiently and effectively.

A properly implemented quality management system is therefore a good way to steer your company soundly into the future – despite constant change and the new parameters and challenges this brings.

DEKRA Certification will show whether your company procedures have been planned to meet the needs of the future on the basis of documented processes and are being properly implemented. After the successfully completed assessment our certificate and DEKRA seal often provides the basis for being able to achieve success on the national and international market.

What DEKRA offers you

A consistently implemented quality management system according to ISO 9001 certified by DEKRA will help you to permanently improve your company's performance:

- > Clear responsibilities and procedures, which lead to stronger employee motivation
- > Increased customer satisfaction and greater impetus for innovative products and services
- > Higher profitability e.g. by preventing and minimising nonconformances
- > Reduction of risks and support in complying with laws and regulations

Our service is rooted in long-term, practical cooperation to match your situation at any particular time. Neutral and independent. Target-oriented.



The steps towards your successful certification

- 1 **Informative meeting**
 - > Clarification of open questions
 - > Joint establishment of the next steps
 - > Project meeting or optional pre-audit
- 2 **Document review & audit on site**
 - > Readiness analysis
 - > Description of your management system
 - > Quality capability towards your customers
 - > Implementation of the documented statements in day-to-day business
- 3 **Audit report with the following content:**
 - > Results of our assessment
 - > In the event of nonconformances suggestions for optimisation and reassessment where appropriate
- 4 **Certificate & DEKRA seal**
 - > Presentation of the certificate after successful certification
 - > Award of the DEKRA seal for the term of your certificate

Annual monitoring

DEKRA Certification

Active. Diligent. Visionary.
Whether you are focusing on efficient business processes, product and system reliability for your international market success or qualified experts: With more than 1,000 specialists worldwide, DEKRA Certification offers you a comprehensive service on all aspects of quality and performance, safety and health, sustainability and responsibility.

Around 30,000 companies in more than 50 countries are already using our certifications, tests and inspections to turn their individual goals into reality, quickly and without complication.

And what can we do for you?

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Further services from which you benefit

You can also have other quality, environment and safety management systems, e.g. according to ISO 14001, BS OHSAS 18001 and ISO/TS 16949, as well as their combinations, certified by us. Our portfolio contains more than 40 accreditations!

What's more, the DEKRA Group offers you the following services around all aspects of quality:

- > Assessments to ensure compliance with in-house rules, e.g. supplier requirements
- > Training courses, e.g. for qualification as quality management representative
- > Personnel certifications, e.g. of your quality manager
- > Product testing and certification, e.g. EMC, CE, GS (tested safety) for electrical and electronic devices

The DEKRA seal

Offer your customers reliability and quality - with our DEKRA seal!



The DEKRA seal stands for highest reliability - across different industries and internationally. It will create trust and give your customers the certainty of being on the safe side.

Our seal will be your strength. Use it as an image bearer and marketing tool. We will be pleased to help you.

 **DEKRA**
On the safe side.