

ISO 9001

Documented ability to perform

It is not only the quality of a company's individual skills which decide on its success or failure, it is also the willingness and ability to react flexibly and rapidly to new situations and to requests from customers and changes in the market. The use of an innovative approach, if necessary, also plays a vital role. This all adds up to a complex challenge which can only be met with an effective quality management system.

The quality management standards of the ISO 9001 family, which were introduced in 1987, form the basis for quality assurance and quality management for a wide variety of organisations from many different branches all over the world. The ISO 9001 family is the most extensive family of standards within the whole of ISO (International Organisation for Standardization).

Both nationally and internationally, a QM system according to ISO 9001 is considered an ideal basis for modern companies of all sizes and from all sectors who want to demonstrate their expertise and ability to perform. The ISO 9001 family of standards is characterised by the fact that the standards are applicable to all branches and sectors of industry – production companies and service providers alike. This means that a common standard exists against which all companies all over the world can be measured.

Certification according to ISO 9001 offers the following advantages:

- sustainable quality assurance
- identification of potentials for improvement and for saving
- increased customer and staff satisfaction
- image improvement
- risk minimisation
- greater economic efficiency through process optimisation
- improvement in competitiveness
- fulfilment of specific customer requirements

Certification by TÜV according to ISO 9001 covers the following aspects, among others:

- continuous improvement
- error prevention
- decrease in scatter and waste in the supply chain
- determination and monitoring of quality-related costs
- product liability and product safety
- determination of staff and customer satisfaction
- separate assessment of product and process development
- interdisciplinary cooperation

The path to a certificate passes through the following stages:

- Informative meeting
- Drafting of a quality manual, taking workplace checklists, company services and products, guidelines etc. into consideration.
- Assessment of the Quality Manual, taking the ISO 9000 ff. family of standards into consideration, and authorisation (preliminary audit)
- Test phase for investigation of practicability of the QM Manual
- Internal audit
- Certification audit (based on standard ISO 9001)
- Checking of the audit reports by the certification body

Regular internal audits take place following grant of the certificate. There is also an annual quality report and an annual audit. The certificate is valid for three years.

ISO 9001:2000 Certification of ELSBETT Technologie GmbH

The following process areas of ELSBETT cover the scope of certification (among others):

- Management
- Finance
- Product Development
- Marketing / Sales
- Service
- Quality Management

ELSBETT's advantages as a certified company:

- Improved competitiveness: comparable abilities on a national, European- and Worldwide level
- Increased profitability and efficiency: clear processes, error minimization through prevention and initial error detection
- Motivation: Involvement of employees through communication, information and training
- Strengthening and improvement of image: internationally provable quality capability