

# What Having an ISO 9001 Certified Supplier Means to You



Earning ISO 9001 certification means that the company has voluntarily taken it upon itself to conduct their business professionally, responsibly, reliably, and with accountability.

If your company is ISO 9001 certified, you already know how it increases focus on continual improvement, enhancing process controls, and a quality management system that results in sound products and customer satisfaction. Therefore, you understand the importance of sourcing your equipment from an ISO 9001 certified supplier.

Businesses conforming to ISO 9001 provide you with an uncompromised degree of trust and confidence. They have decided that it is worth their effort to conform to this internationally recognized standard and its guidelines. Not only that, they are required to pass the rigorous and continuous requirements to maintain their certification.

At Instron®, ISO 9001 certified demonstrates our ongoing commitment to being customer satisfaction, quality, and superior value in everything we design, manufacture, and support.

Our multiple ISO 9001 certifications are direct evidence of Instron's financial and ethical commitment to provide and support high quality, reliable, and safe products. ISO 9001's stringent quality objectives, continual improvement requirements, and required monitoring of customer satisfaction provide you, the customer, with increased assurances that your needs and expectations will be met if not exceeded. Companies not certified may also claim the same, however without the certification, there is no way to know for sure.





## What Does ISO 9001 Certification Require?

### Establishment of a quality management support system

It's not enough to say quality management is important. ISO 9001 certification requires implementing a system to continually prove support and commitment to these goals.

### Documentation of the quality management system

Requires documenting the quality management system works—from start to finish. Everything from how and where raw materials are sourced, how personnel are trained, how the work is done, how standards are tested, and what happens after the sale to ensure quality goods and expectations have been delivered.

### Customer satisfaction tracking

ISO 9001 requires a customer satisfaction tracking system that proactively tracks customer satisfaction and establishes a means to improve verifiable defects or shortcomings in the manufactured goods.

### Quality objectives and tracking systems

To meet ISO 9001 standards, a manufacturer must establish product quality objectives and the tracking systems necessary to ensure those objectives are met.

### Product design controls

The design and development process which governs how products are conceived and brought into production—input, output, reviews, and verification—must be formalized under the ISO 9001 standards.

### Company audits

To receive and maintain its ISO 9001 certification, a manufacturer must establish a means to monitor and measure the quality management systems it has established. An audit schedule must be established and then routinely executed to demonstrate the ongoing effectiveness of the systems.

### Independent Audits

ISO certified companies prove their systems through audits by independent registrars. Registrars are governed by strict international codes that dictate operating practices, audit methods, and staff qualifications. Failure to maintain a quality program's requirements will lead to de-certification by the registrar.

### Non-conformance

To meet ISO 9001 certification standards, manufacturers must establish a method to identify non-conformance of the standards and a means to control and mitigate these occurrences.

### Preventative, corrective procedures

As with any standard, especially for manufacturing, the objective is to prevent non-confirming products from being made in the first place. The ISO 9001 standard requires manufacturers to put in place a set of actionable procedures to prevent substandard goods from being made in the first place and a way to correct them from happening in the future if they do.

[www.instron.com](http://www.instron.com)



Worldwide Headquarters  
825 University Ave, Norwood, MA 02062-2643, USA  
Tel: +1 800 564 8378 or +1 781 575 5000

European Headquarters  
Coronation Road, High Wycombe, Bucks HP12 3SY, UK  
Tel: +44 1494 464646

Instron Industrial Products  
900 Liberty Street, Grove City, PA 16127, USA  
Tel: +1 724 458 9610