



ISO 9001: 2008

ISO 9001 is an International Quality Management Standard that aims to help businesses improve the efficiency and organisation of their internal systems. The Standard specifies requirements for a quality management system which demonstrates a businesses' capability to provide a consistent product that meets customer and any legal requirements that are applicable. The requirements of this International Standard are generic and can be applied to all organisations, irrespective of the type or size of business or the product provided. An organisation may decide to invite an independent certification body to verify that it is in conformity to the standard, but there is no requirement for this, principals can be adopted without certification.

- ISO 9001 belongs in the ISO 9000 family, this family of standards addresses various aspects of quality management.
- ISO 9001 management system standards provide a model to follow when setting up and operating an internal management system.
- ISO 9001 is currently under review, the final reviewed version is expected by the end of 2015.



ISO 9001 Standard requirements:

- Documentation
- Process planning
- Resource management
- Communication
- Human resources
- Customer processes
- Customer satisfaction review

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Benefits of ISO 9001

- Helps ensure that customers get consistent, good quality products and services
- Access to new markets – International Standards help prevent trade barriers
- Reduce costs - the International Standards help optimise operations, making them more efficient
- Drives continuous improvement of systems and processes

For what sectors of horticulture is the ISO 9001 Standard scheme suitable?

- Relevant to all sectors
- Certification is of most relevance to larger producers,
- Guidance for SMEs is available, and self-assessment can be valuable even if certification is not viable economically

What assurance categories does the ISO 9001 Standard cover?

- Management responsibility
- Resource management
- Training/development of staff
- Measurement, analysis and improvement

How to become ISO 9001 certified

Internal and external auditing are required in order set up and maintain ISO 9001 certification:

1. Set up management systems according to ISO principals/templates (in-house or using an external consultant)
2. Carry out an internal audit by specified members of staff
3. Invite an external certification body in to certify you

Once certified, regular and recorded internal auditing is required to maintain certification along with an annual surveillance visit by an external auditor and a re-certification visit on a 3 year cycle

Certification bodies

- ISO develop the International Standards but are not involved in their certification
- It is best to use certification bodies that use the CASCO Standard. In the UK certifiers should be United Kingdom Accreditation Service (UKAS) accredited
- Costs will vary greatly depending on size and complexity of the business and the certification body used.
- Independent consultants are available to help set up QMSs and some provide training courses (fees estimated at £400)
- For a small business (<10 employees) using an external consultant ISO 9001 could be set up in around 6 weeks for £1500-£2000. Annual surveillance and re-certification (3 yearly) would be about half this initial cost

Further information

Website: http://www.iso.org/iso/iso_9000 details lots of information on ISO standards and provides advice on choosing a certification body. <http://www.british-assessment.co.uk/iso-small-business-service/> provide a small business service for ISO certification.

International Organization for Standardization

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For details of other quality assurance schemes and British standards please contact Horticulture Wales. www.horticulturewales.co.uk

