ISO 9001
Quality Management System
Committed to the Highest Standard of Quality
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We always strive to succeed through satisfied clients and deliver quality and excellence in all we do. ISO 9001 Quality Management System (QMS) represents a high-level commitment to client satisfaction and a framework for establishing quality objectives relevant to client needs. That’s why we applied for—and achieved—the highest international certification for Quality Management for our Imaging and Records Management facility, the Digital Hub.

ISO 9001 Certification Process
Achieving ISO 9001 certification is based on a process approach focused on the “PDCA” model—Plan-Do-Check-Act. The first phase requires that a Quality Policy is created, the scope is outlined, documentation and processes are defined and resources are identified. An initial assessment is then completed to identify areas requiring development or improvement and necessary actions are determined to correct deficiencies. A QMS-specific audit team is formed and an audit plan is developed to monitor compliance and take necessary actions to continually improve the QMS. The final phase prior to certification involves an external audit by an ISO accredited registrar to ensure compliance with the 9001 standard.

Plan-Do-Check-Act Process Model
Plan Phase:
• Define the Quality Management System (QMS) scope
• Define the QMS policy
• Develop documentation and processes
• Identify resources

Do Phase
• Create an audit plan of key controls
• Execute the audit plan
• Implement actions for improvement

Check Phase
• Execute monitoring process
• Conduct internal and external audits of the QMS and key controls at planned intervals
• Undertake regular reviews of the effectiveness of the QMS

Act Phase
• Implement improvements identified
• Take appropriate, preventative and corrective actions
• Communicate the results and actions
• Ensure improvements meet their intended objectives

What is ISO 9001?
ISO 9001 specifies requirements for a quality management system that can be used for internal applications by organizations, for certification or for contractual purposes. It focuses on the effectiveness of a quality management system in meeting client requirements. It can be used to assess an organization’s ability to meet client, statutory and regulatory requirements applicable to the product as well as an organization’s own requirements.

What does ISO 9001 mean to our client?
Xerox has implemented the ISO 9001 Quality Management System to ensure that the output delivered to clients is of the highest standard and is in line with expectations. This process is designed to ensure consistency and stability in our processes and relies heavily on continuous improvement. Well defined documented procedures help to improve the dependability of output and identify current practices that are obsolete or inefficient. As quality is constantly measured, defects are caught earlier and are corrected at a lower cost, reducing waste and inefficiencies. This approach to continuous improvement also ensures that corrective actions are developed and tracked to completion.

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Quality Management System
A QMS is established, documented, implemented, maintained and effectiveness is continually improved by:
• Monitoring, measuring and analyzing processes
• Implementing actions to achieve planned results and continual improvement of these processes
• Managing processes in accordance with the standard
• Identifying the control of outsourced processes in the QMS
A QMS contains the following key elements within the associated documentation:
• Quality policy and quality objectives
• Quality manual
• Documented procedures
• Documents needed by an organization for effective planning, operation and control
• Records defined by the standard
• Management responsibility/commitment
• Resource management
• Product realization
• Measurement, analysis and improvement

ISO 9001 Certification