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The concept of quality as we think of it now first emerged out of the Industrial Revolution. Previously goods had been made from start to finish by the same person or team of people, with handcrafting and tweaking the product to meet quality criteria. Mass production brought huge teams of people together to work on specific stages of production where one person would not necessarily complete a product from start to finish .

Quality Management System is an international standard for management systems of the requirements applied by any organization in any industry. They apply to process a business uses to realize its products or services. It is an approach in the process of implementing and maintaining a system of quality management. Therefore, there is a greater involvement of senior management With respect to quality management System.

Implementing a Quality Management System will motivate staff by defining their key roles and responsibilities. Cost savings can be made through improved efficiency and productivity, as well as product or service deficiencies will be highlighted. From this Quality Management System, improvements can be developed, resulting in less waste, inappropriate or rejected work and fewer complaints. Customers will notice that orders are met consistently, on time and to the correct specification. This can open up the market place to increased opportunities.

Benefits

â€¢ Well defined and documented procedures improve the consistency of output

â€¢ Quality is constantly measured

â€¢ Procedures ensure corrective action is taken whenever defects occur

â€¢ Defects are caught earlier and are corrected at a lower cost

â€¢ Defining procedures identifies current practices that are obsolete or inefficient

â€¢ Documented procedures are easier for new employees to follow

â€¢ Organizations retain or increase market share, increasing sales or revenues

â€¢ Advantages organizations benefited in many ways by the application of ISO 9001:2008 as well defined and documented processes and procedures to improve the consistency of production.

â€¢ Improved customer satisfaction

â€¢ Increased share of business

â€¢ Increased detection by the global

â€¢ Reduction of non value added activities

â€¢ Global identification

â€¢ Assurance to stake holders

ISO 9001 - Goals/Principles

1. Factual Approach to Decision Making

2.Improved Leadership Quality

3. Participation of people

4. Mutually Beneficial Supplier Relationships

5. System Approach to Management

6. Continual Improvement

7. Customer Focused Organization

8. Process Approach

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Sarita - About Author:
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