

Telarc.



ISO 9001
Telarc Q-Base



In the competitive and fast-paced modern business environment no company can afford to sit back and coast along.

A quality management system provides an organisation with a set of coordinated processes to direct, control and continually improve the effectiveness and efficiency of its performance.

Engaging a dynamic and robust quality management system is what separates world-class companies and organisations from the rest.

We have the experience and expertise to provide comprehensive, client-focused auditing for a range of systems to suit every size, shape and style of business. When quality is your priority we provide the means for your business to competitively step ahead, to evolve and thrive, to improve and succeed.



Quality

Confidence. Efficiency. Quality.

Confidence in purpose. Delivering assurance to customers is an additional benefit to gaining certification. With this clear statement of capability their trust, and that of your employees, can be gained and kept.

Efficiency through process. With refined and continually improving processes former day-to-day challenges can be quickly negated and ongoing efficiencies delivered - reducing costs and increasing profitability.

Quality of result. The process of achieving QMS certification - where businesses have to carefully assess their systems and ensure consistent delivery - inevitably leads to consistent improvement in the quality of their output.

Who is it for?

In New Zealand all businesses and organisations can benefit from the development, implementation and monitoring of an appropriate quality management system. Certification is for any company or organisation that wants to manage the quality of their products and services as well as improving the efficiency and effectiveness of their internal systems.

Choose your standard.

ISO 9001. The world's most widely recognised management system standard, with over 1,000,000 organisations worldwide having adopted the principles and achieved certification in the last 30 years.

Telarc Q-Base. An alternative to ISO 9001 for small and medium organisations that want to implement core quality processes with a view to progressing to ISO 9001.

<https://shop.standards.govt.nz/catalog/ics/>



Quality

ISO 9001

The leading standard

world's most widely recognised management system standard with over 1,000,000 organisations worldwide having adopted the principles and achieved certification in the last 30 years.

Companies large and small, in virtually all industries across the globe, have adopted this standard. These businesses range from manufacturers to service companies, multi-site multi-national organisations to single location businesses.

ISO 9001 is based upon providing a clear, quantifiable focus on key business practice including, but not limited to, customer focus, leadership, human resources, process methodologies and a system-based approach to management. It provides a factual basis for decision-making and delivers a system for continual improvement of the business.

ISO adopters generally have higher growth rates for sales, employment, payroll and average annual earnings while providing far higher customer satisfaction figures. Their businesses operate under industry best practice and, with better training and development, deliver far greater efficiencies and general business effectiveness. This results in a greater marketing advantage for the company and access to contracts and tenders that may previously have been unattainable.

Q-BASE

A quality alternative

For businesses wishing to implement a simple yet effective quality management system the Q-Base Code provides an excellent alternative for implementing core processes and planning for eventual progression to ISO 9001.

Developed by Telarc specifically for small and medium sized businesses, the Q-Base Code is based upon ISO 9001 and enables you to implement basic management disciplines for the assured quality of products and services.

Characteristically businesses that adopt the Q-Base Code employ less than ten people, don't employ quality management staff or have a documented procedures manual, work on low profit margins and are managed by a hands-on, often over-worked owner.

These businesses appreciate the focus the Q-Base Code provides for the continued operation of an effective management system. The key aspects of this programme include, but are not limited to, control of documents and records, customer need awareness, purchasing processes, training and work instructions, inspection and control of substandard work and continual improvement of the business.



Quality

Our approach to your quality management certification.

We understand that no two organisations are the same, and that the needs of your organisations may be different from many others when it comes to the quality management system you require.

It is representative of our general approach to the work. We recognise a standard should perform for all types of organisations, and the manner in which it is assessed is always appropriate to the business being assessed.

Telarc auditors are trained, capable and motivated to bring value and credibility to your business. We are recognised for our forward-thinking approach and are renowned for providing our clients with the means to quickly and effectively implement change.

As New Zealand's largest auditing body Telarc has the extensive capability to conduct audits covering multiple standards and specifications, and we routinely offer integrated audits to ensure our clients can assess, plan, manage and succeed both in the short and long term.

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