



Mongolia:  
Enhancing Resource  
Management through  
Institutional Transformation

## WHY ISO?

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June 2018

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## WHY ISO ?

- It is a well-known international standard.
- Regardless of the location(s) of your office(s) and plant(s), it is recognized and accepted by potential suppliers and prospective clients from anywhere else in the world.
- When you advertise that your Quality Management System is ISO 9001 certified => you possess a QMS that has been audited and accepted by accredited certification auditors, giving it a stamp of approval.

## WHY ISO ?

- Retain customer confidence that your production process is systemic, endorsed by the third party organisation.
- Many organisations will not give the job to organisation if their quality system is not registered.
- Success => Keep it real: "Is this going to really benefit my business, improve my customer's satisfaction?"

## WHY ISO ?

- ISO 9001 provides a well-known standard and framework to help you establish, maintain and improve a quality and business management system of methodical, repeatable processes.
  - => Business efficiency improves
  - => Less waste
- Marketing tool => attract new clients.
- **National Mongolian government issued and approved a resolution # 265, dated June 25, 2008 to implement ISO 9001 standard in public organizations**

## WHAT ARE THE BENEFITS OF REGISTRATION?

- **Customer satisfaction** - through delivery of products or services that consistently meet customer requirements.
- **Reduced operating costs** - through continual improvement of processes and resulting operational efficiencies.
- **Improved interested parties relationships** - including staff, customers and suppliers.
- **Legal compliance** - by understanding how statutory and regulatory requirements impact on the organization and your customers.

## WHAT ARE THE BENEFITS OF REGISTRATION?

- **Improved risk management** - through greater consistency and traceability of products and services.
- **Proven business credentials** - through independent verification against recognized standards.
- **Ability to win more business** - particularly where procurement specifications require certification as a condition to supply.

# WHY ISO? AS SEEN BY WORKERS

- A better understanding of what to do and how to do it.
- The ability to ensure that their work meets requirements.
- The ability to adjust processes when results are not meeting requirements.
- A means to get help in solving problems.



## WHY ISO? AS SEEN BY WORKERS

- Increased opportunities to communicate problems in a nonthreatening manner by focusing on process issues.
- An environment where they are not blamed for issues that can be resolved only by managers.

## WHY ISO? AS SEEN BY MIDDLE MANAGER

- Make it easier to manage using facts and data instead of opinions.
- Enhanced communication throughout the organization.
- Encouraged clarity of responsibility and accountability.
- Standardized the way things are done, reducing variability and making it easier to solve problems.
- Make easier continual improvement.
- Platform for performance excellence.

# WHY ISO? AS SEEN BY TOP MANAGEMENT

- Improved their organization's ability to fully understand and meet customer requirements in a consistent manner.
- Brought greater clarity to the goals and objectives of the organization.
- Help align all employees and processes to meet objectives.
- Improved bottom-line performance (increase revenue, decrease cost).

## WHY ISO? IN CONCLUSION

- IMPROVE CUSTOMER SATISFACTION –  
RECOGNITION
  
- QUALITY IMPROVEMENT:
  - => better processes and reduced variation in service provided can yield dramatic reductions in cost and increase in efficiency.

## WHY ISO ?

- Don't ever step into the pitfall thinking a certificate makes your system work. It is the other way round, a working systems get you certified.
- If your system is working , then congratulate your colleagues.
- "Lunch and Learn" information sessions.

Here is also a free training available on Quality Management, FAQ, ISO standard clause by clause (1 to 7) etc. that may be useful for you.

<http://askartsolutions.com/iso-9001-requirements-faq-2015-revision-explained/>

" QUALITY IS NEVER AN ACCIDENT; IT IS ALWAYS THE RESULT OF HIGH INTENTION, SINCERE EFFORT, INTELLIGENT DIRECTION AND SKILLFUL EXECUTION; IT REPRESENTS THE WISE CHOICE OF MANY ALTERNATIVES "

WILL A. FOSTER



**9001:2015**