ISO 9001

DICIS

The easy way to certification

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1 Introduction: The easy way to ISO 9001 certification

Would you like to show your customers that you work in accordance with ISO 9001? But are you put off by the high costs and effort involved in certification? In this e-book, you will learn about digital certification from the Digital Institute for Certification of International Standards (DICIS®).

In the future, you will be able to show your customers that you have the highest standards of quality and customer satisfaction. You will demonstrate that you are continuously working to make your customers even happier.

ISO 9001 certification for the digital age

Until now, ISO certification has been associated with five-figure costs and months-long projects, even for small and medium-sized enterprises. Finally, there is an alternative: the digital ISO 9001 certification process.

Our mission: ISO 9001 made easy

Until now, you have spent weeks or even months struggling to create ISO 9001 documentation. You had to spend money on expensive seminars or consulting. That's now a thing of the past!

ISO 9001 certification reimagined

Discover the unique DICIS® concept: certification in three simple steps.

- **Step 1:** Complete an online questionnaire. Receive a preliminary certificate immediately. With this first level, you can already show your customers that you work according to the principles of ISO 9001.
- **Step 2:** Start putting it into practice. Develop all the relevant documents, such as process descriptions, work instructions, or safety instructions, with our AI assistants. Your employees sign the acknowledgment digitally.
- **Step 3:** Get certified and register for the certification audit. In an online appointment, a member of our team of auditors will check whether you and your company have met the standard requirements.

Try the easy way to ISO 9001 certification for 30 days free of charge and without obligation!

It's that simple and clever. No more weeks-long projects and high certification costs!

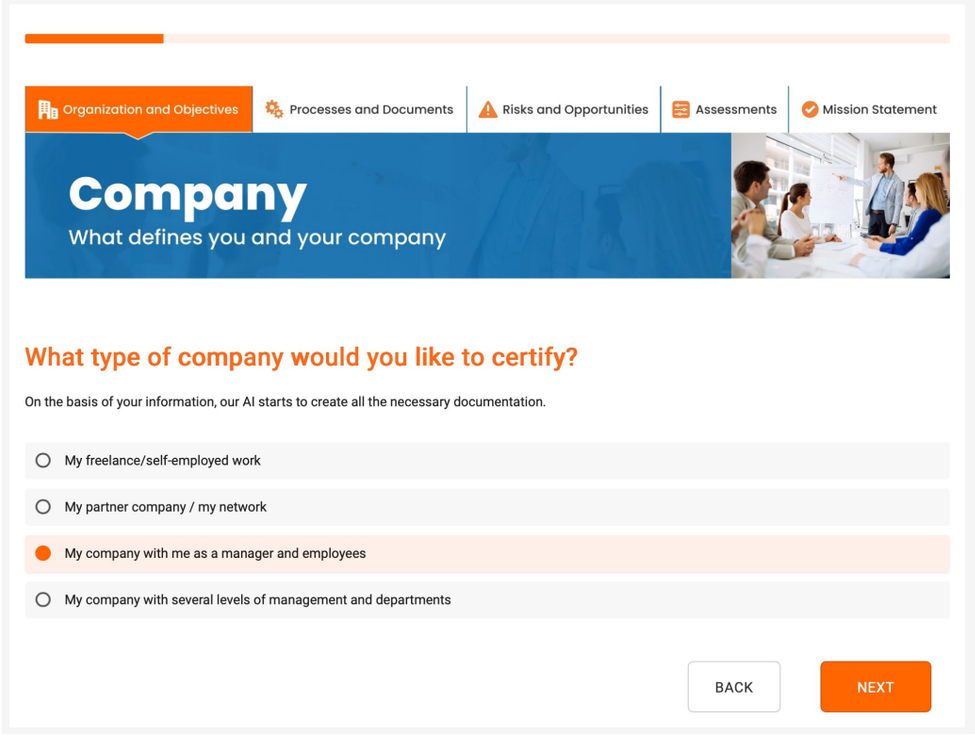
1 Step 1: Work out the basics

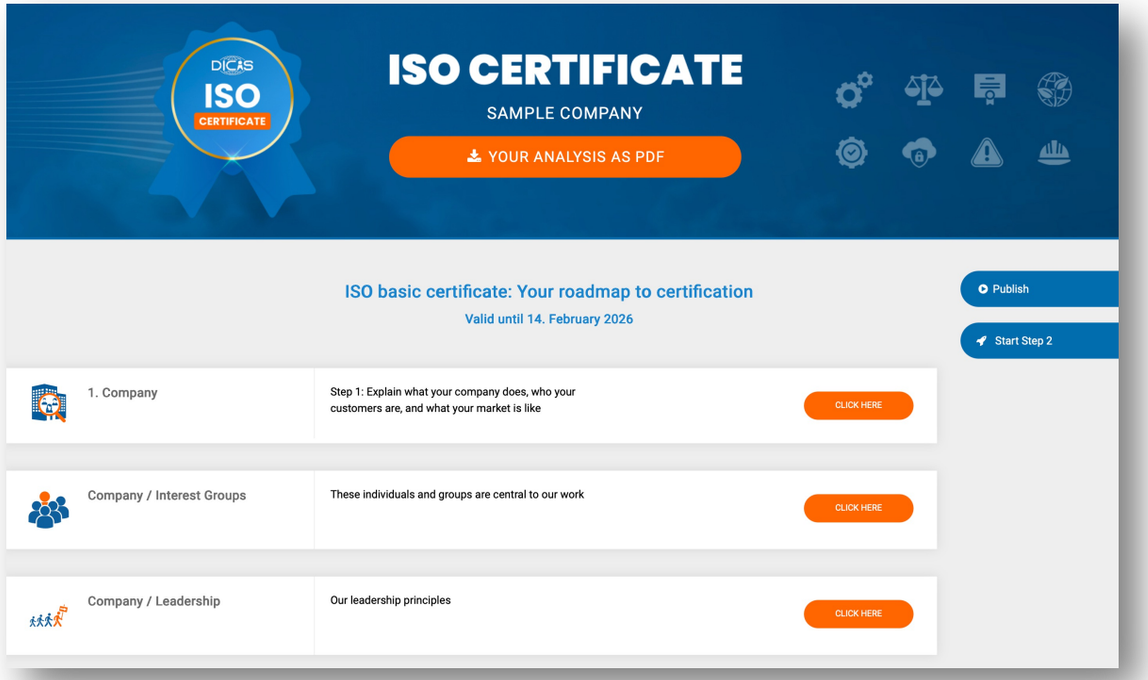
It only takes 30 minutes!

First, answer questions about your company structure and areas of activity.

The result

Your online quality manual and your Level 1 basic certificate.

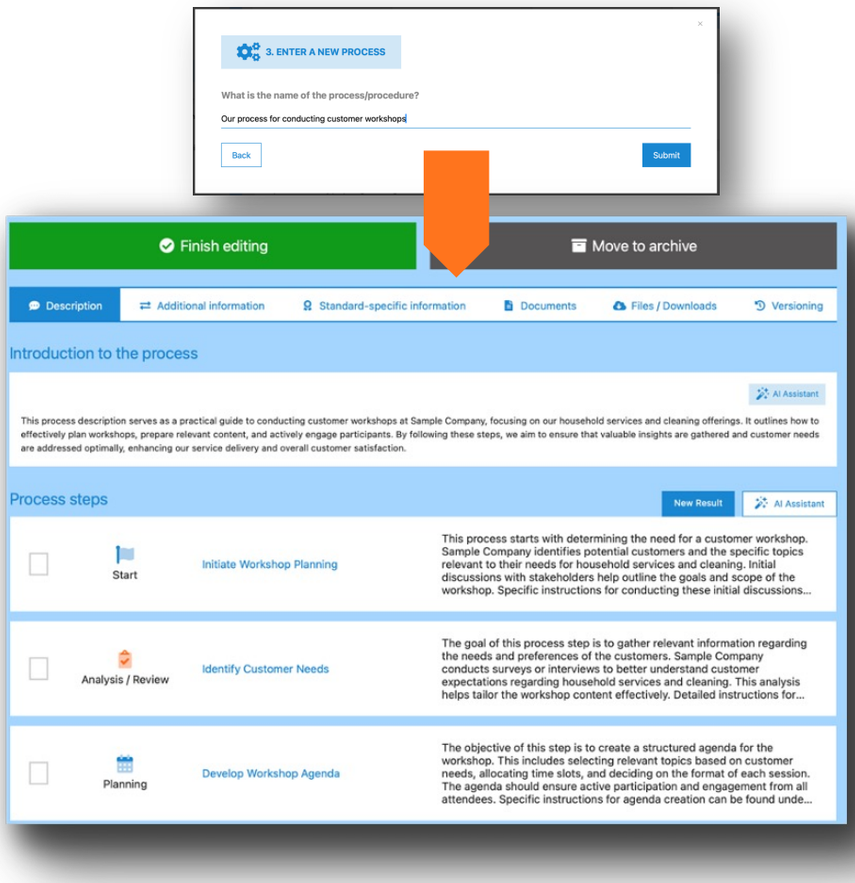




1 Step 2: Prepare all documents online

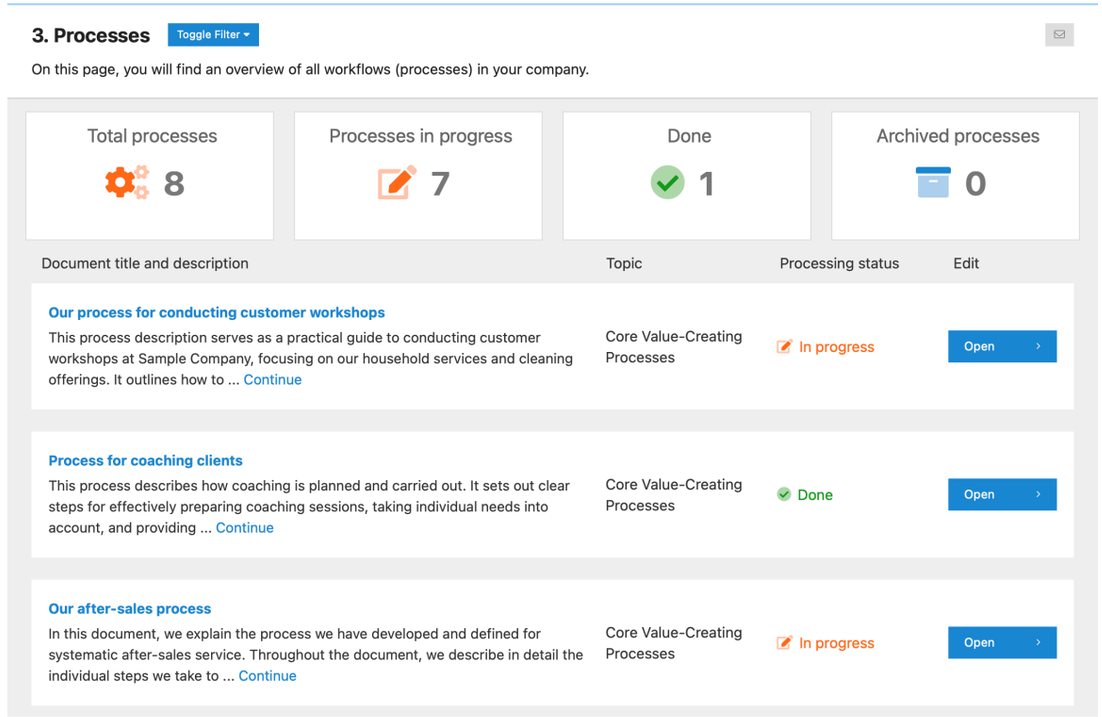
When we say "easy," we mean "easy."

Simply enter an activity that you perform in your company . The AI assistant automatically creates a process, instructions, a list of risks, and competency profiles.



All activities at a glance

ISO 9001 implemented in a practical manner: All activities are listed in your documentation. Your employees can look them up at any time. Is your company changing? Add new activities in minutes.



1 Step 3: Get certified

Go through your certification audit

In an online audit, a member of our audit team will go through all the requirements with you. You will receive your certification in accordance with the recognized standards of the Federal Association of Independent Certification Bodies (BVUZ, bvuz.de).

Minimal Documentation Effort

Most documentation requirements are already fulfilled through the software. Only minor adjustments are required, allowing the audit to focus on substance rather than paperwork.

Practical Implementation Focus

The audit concentrates on real-world implementation and the effective application of the requirements. You are prepared through concise video trainings and clear step-by-step guidance.

DICIS

Prepared Date : January 20, 2031
DICIS AG - Gerichtsweg 28 - 04103 Leipzig

Registration No. 24111111 QM

CERTIFICATE

The certification agency "Digital Institute for Certification of International Standards - DICIS AG" certifies that the company

Sample Name of the Company
Sample Street 1a
12345 Sample City
Sample Country

COMPANY

has established a quality management system for the scope **"service provision for organizations and companies"** and has demonstrated its implementation in practice through a certification audit in accordance with the quality standards of **ISO 9001:2015**.

Dr. Jens-Uwe Meyer 09.08.2023

Dr. Jens-Uwe Meyer
Vorstandsvorsitzender

This certificate is valid until
January 20, 2031

2 ISO 9001 – the requirements explained simply

If you were to read the ISO 9001:2015 standard and mark all the requirements you need to meet, you would end up with more than 300. This deters many people. That is why the International Organization for Standardization (ISO) has published ISO 9000, a guide that compiles seven principles that form the basis of ISO 9001. We explain them to you in this overview.

Principle 1: Customer focus

To understand the requirements, you only need to put yourself in the shoes of customers. What do you expect?

As a customer, you want to know exactly what a company or organization offers. You want to know the delivery terms and how you can place, change, or cancel an order.

If you have a query, you want to hear from a knowledgeable person exactly where your order is, when it will be delivered, who is processing it, etc.

You expect competence without any nasty surprises

If you have technical questions, you expect a professional answer. Hearing "Oh, I'll have to check first" is not what you consider good customer service.

Ultimately, you want to receive exactly what you ordered. And, of course, you don't want any unpleasant surprises.

Companies have to organize all of this: Quality and customer satisfaction cannot be left to chance

ISO 9001 lists very precisely what companies must do to meet their customers' expectations. This includes, among other things, that they

- **clearly formulating their products and offers,**
- **communicate clear order and delivery conditions,**
- **have transparent guidelines for cancellations or changes,**
- **ensure that they comply with all regulations,**
- **train their employees so that they can process inquiries and answer questions confidently.**

ISO 9001 specifies these requirements in very concrete terms. This is an advantage: if companies and organizations follow them, they can do little wrong. However, it also means that the requirements are quite extensive.

To make it easy for you, we have developed an online tool with comprehensive instructions. Implement the standard with ease.

Principle 2: Leadership

Quality is no accident. ISO 9001 follows this philosophy.

Managers play a central role in ISO 9001. First and foremost, they should provide guidance to employees by formulating clear objectives and a so-called "quality policy."

This simply means that they should define what their company, department, or organization wants to achieve and what specific measures should be taken to achieve this.

In large companies, there are a number of buzzwords for this, such as "operational excellence" or "walk the talk."

The first essentially means: I am very good at formulating goals and then achieving them through concrete measures.

- **The latter means: I live what I say.**

According to ISO 9001, managers are responsible for imparting the necessary knowledge to their employees, defining the necessary measures and internal processes, and taking responsibility for the results.

Ultimately, management is responsible for ensuring that companies not only strive for goals, but also achieve them.

Principle 3: Involvement of people

Your quality management is only as good as the people who implement it

Yes, processes are important. Work instructions, procedure descriptions, process diagrams, and job descriptions—all of these form the basis on which companies and organizations operate. But all of this is only as good as the employees who implement it.

- **What good are the best work instructions if they are not consistently followed?**

- **What good is it to define measuring instruments and set performance indicators if the measurements are either inaccurate or the figures are collected sloppily?**

- **What is the point of defining work processes in detail if the employees who are supposed to carry them out do not have the necessary know-how?**

Companies and organizations that work according to ISO 9001 ensure that all employees have the necessary skills for their jobs. They must be trained and educated, and they must have access to important documents such as user manuals, process descriptions, or work instructions.

ISO 9001 also pursues a philosophy of employee well-being: companies, organizations, departments, and teams are encouraged to create a pleasant and motivating working environment. Employees should be aware of their contribution to the well-being of the whole, but also of the consequences if they do not do their part.

The management principle of "support and challenge" is deeply rooted in the philosophy of ISO 9001.

Principle 4: Process-oriented approach

Life is a process

This is the impression you get when you work through ISO 9001. And you quickly think: "That can't be right. You can't map your whole life as a process."

In fact, practically our entire life consists of processes:

- **the morning routine on the way to work,**
- **planning vacations,**
- **weekly shopping**
- **etc.**

Ultimately, everything is a process. In life, we have developed routines so that we don't have to reinvent life from scratch every day. Some of these processes we only go through once in our lives (e.g., the process of finding the right first employer), while others are routine processes, such as all the activities from getting up in the morning to driving to work.

Routine brings efficiency. It can be measured and optimized

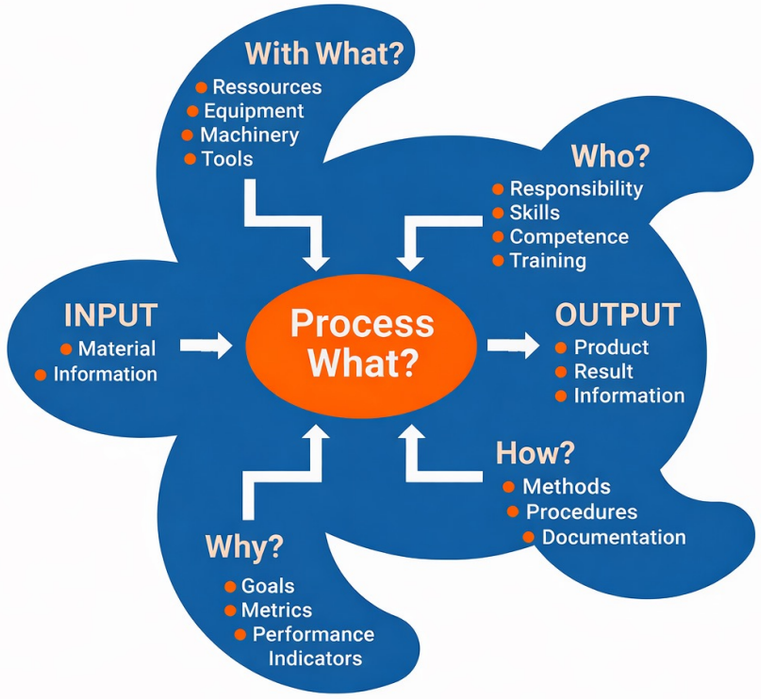
ISO 9001 follows this philosophy: defining as many activities as possible in fixed procedures. Fixed responsibilities, clear rules and instructions, regular checks to see whether processes are working as planned, and regular monitoring of results.

Many companies and organizations initially find the process-oriented approach to ISO 9001 certification exhausting and stressful, especially if it did not exist before.

The AI assistant suggests processes in seconds

Until now, defining processes was a time-consuming task. That is no longer the case. The AI assistant creates highly precise processes for you and your company, exactly in line with the requirements of the standard.

The graphic illustrates the Process Turtle, a method commonly used in quality management to clearly define and analyze processes.



Principle 5: Continuous improvement

ISO 9001 requires you to continuously improve

There is something to improve every day: optimize and streamline processes, develop new offerings and services, and implement innovations that will make you successful in the long term.

The ISO 9001 philosophy: What was good yesterday is obsolete today

Especially at a time when more and more companies are at a competitive disadvantage because, for example, they did not invest in digitalization early enough, the requirement for continuous improvement is more important than ever.

ISO 9001 does not specify exactly what needs to be improved or what form of innovation is important for a company. It is up to management to assess this. It is important that an organization demonstrably commits itself to continuously improving and renewing its own services and offerings. And that checks are carried out to ensure that these innovations have achieved the desired results.

It is in the nature of things that some organizations take a more progressive and courageous approach than others. Nevertheless, both would meet the requirements of ISO 9001. This is because ISO 9001 is a very flexible management system that allows you a great deal of leeway in interpretation.

Principle 6: Fact-based decision-making

Knowledge is better than guesswork

ISO 9001 pursues an approach in which decisions are not made on the basis of opinions, but on the basis of facts.

Measure and control

Companies that work according to ISO 9001 consider how they can measure their own performance. What can be evaluated? How can it be evaluated? And what conclusions should be drawn from this?

Conducting audits

An important part of fact-based decision-making is audits, i.e., checks to see whether activities are being carried out properly and whether companies are achieving the desired results.

ISO 9001 requires the creation of an audit program as early as the initial certification. With the ISO 9001 certification tool, this is no problem: the software automatically creates the audit program that is right for you.

Principle 7: Relationship management

Maintain relationships with your stakeholders

Whether as a company, a location, or a division, your activities always expose you to different interests.

- **Employees have different interests than owners or investors, for example. Employees want a secure job with good pay, while owners and investors want favorable production conditions and a high degree of flexibility.**
- **Authorities and supervisory bodies pursue the interest of monitoring and enforcing laws and regulations. This may conflict with the interests of management.**
- **Professional and industry associations have an interest in promoting certain issues and lobbying.**
- **Associations such as environmental groups may want to mobilize the public for specific causes.**

These interest groups can have a significant impact on your success, for example through strikes or the withdrawal of capital. It is therefore important to understand this area of tension.

ISO 9001 therefore requires companies and organizations to compile a binding list: Which interest groups exist? What are their interests? And how do we deal with them?

The certification tool automatically creates this list and a communication plan.

We comply with ISO 9001!

And we demonstrate this with our ISO 9001 certificate

3 ISO 9001 certification: How it works

DICIS® has a clear mission: we want every company, every organization, and everyone who works independently to be able to obtain ISO 9001 certification. We know that you have better things to do than spend months wrestling with bureaucratic jargon. That's why we've developed a simple three-step process.

Online questionnaire

Simply click through all the requirements. Create your quality manual conveniently online. Receive your ISO 9001 basic certificate immediately.

Customization with AI Assistant

Conveniently create a list of your activities online. The AI assistant automatically generates process descriptions, instructions, risks, and competency profiles.

ISO 9001 Certification

Have your quality management system externally audited – in accordance with the guidelines of the Federal Association of Independent Certification Bodies (bvuz.de).

4 The advantages of ISO 9001

What are the benefits of certification?

ISO 9001 certification offers many advantages, especially for small businesses. It not only improves quality and efficiency, but also strengthens customer confidence.

Faster growth

Win new customers faster! Companies that work according to ISO 9001 grow a third faster than their competitors!*

*

Source: Economic Advantages of Standards, iso.org

Greater trust

Take advantage of the world's best-known and most successful quality seal! More than one million companies in 189 countries are certified according to ISO 9001.

More satisfied customers

Show your customers that quality is no coincidence! The application of ISO 9001 has been proven to increase customer satisfaction.

5 Your path to ISO 9001 certification

Are you just getting started? No problem. The DICIS® AI assistant is super easy, super fast, and super accurate. In just 45 minutes, you can create your quality manual and reach Level 1. Until now, this alone would have taken you several weeks!

Start the assistant!

Create your quality manual in just 30 minutes.

Use the AI assistant

Develop processes, instructions, competency profiles, etc.

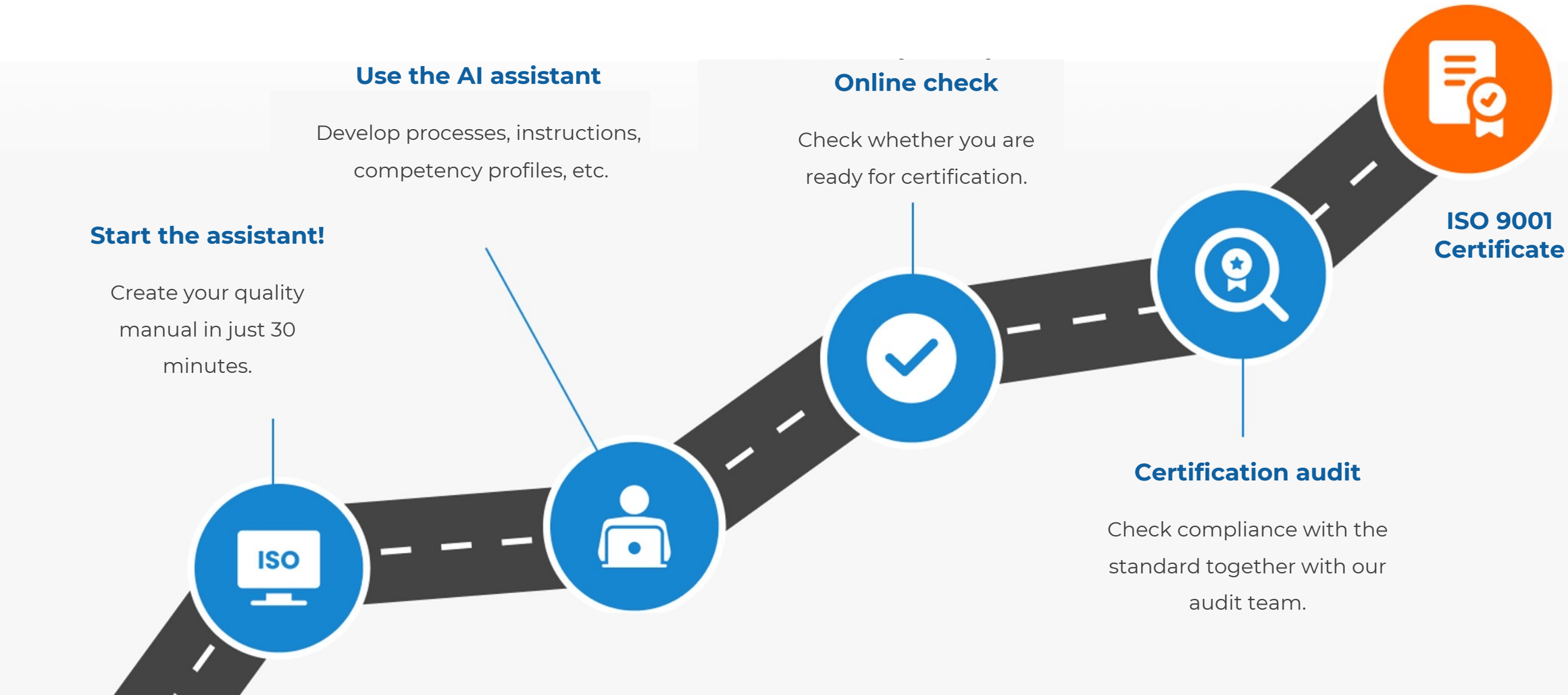
Online check

Check whether you are ready for certification.

Certification audit

Check compliance with the standard together with our audit team.

ISO 9001 Certificate



5 Digital certification

Quick and **easy** instead of months-long projects

90% of all DICIS® customers are amazed at how quickly and easily they can meet all the requirements of the standard. You can create your complete ISO 9001 documentation in less than an hour. You can also complete your certification audit digitally.

Save time!

Until now, it took several weeks or even months just to prepare the documentation. We reduce this effort to a few hours.

Build trust!

DICIS® gives you more than just a certificate. You receive an online profile that you can easily integrate into your website. It couldn't be better: your customers can see transparently how you implement the standard.

Save money!

You receive digital ISO 9001 certification at a fixed price. As a monthly subscription.
No hidden costs. Simple and fair.

Get started today!

Try it free for 30 days!

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