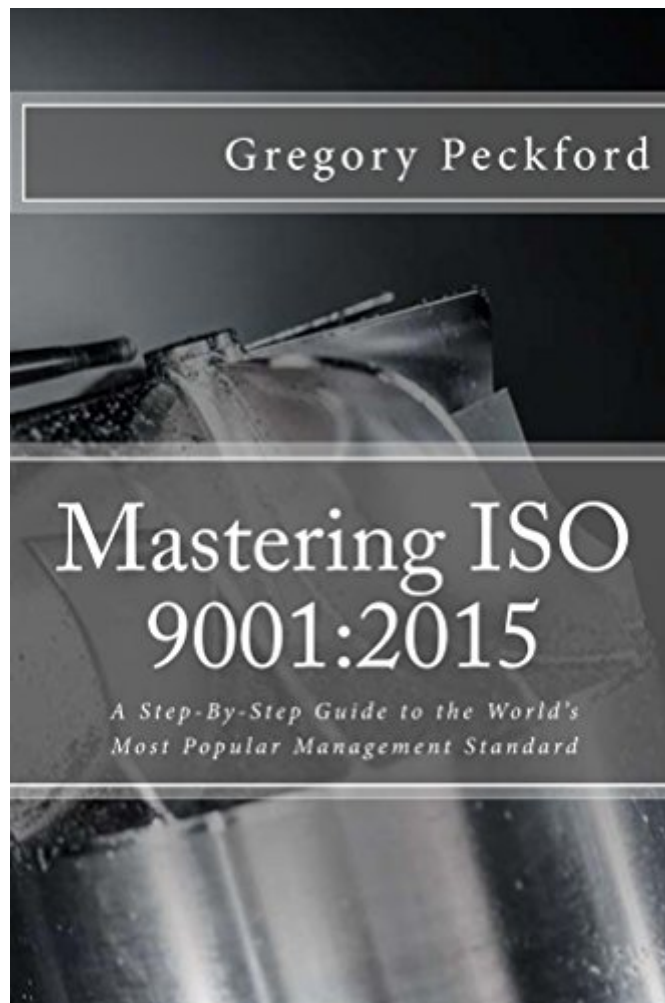




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# Mastering ISO 9001:2015: A Step-By-Step Guide To The World's Most Popular Management Standard



## Synopsis

Quality Management plays a critical role in any organization regardless of industry or region. Without it, the chances of meeting customer expectation and achieving success are virtually impossible. ISO 9001 provides organizations with a proven framework for the implementation and maintenance of a quality management system that can:

- Increase profits
- Satisfy customers
- Land more business opportunity.

Mastering ISO 9001:2015 provides a detailed, straightforward and practical explanation of the latest version of the world's most widely recognized management standard. Whether you're a small business looking to develop a quality system, or an established organization certified to ISO 9001 and wish to understand the new requirements, this is the guide for you.

## Book Information

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## Customer Reviews

Very general overview of ISO 9001. Lacked real world examples of validation of processes, measuring of processes; not clear on requirement to retain organizational knowledge or the work environment issues that are subject to audit.

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