



ISO 9001:2015 Certification

Employee Introduction



We will cover:

- ISO 9001:
 - What it is
 - How it will benefit our company

- Two key principles from ISO 9001:
 - Customer Satisfaction
 - PDCA (Plan-Do-Check-Act)

- Our timeline for the audits and how employees can help



What is ISO 9001?

- ISO 9001 is the International Standard for a QMS that is developed by the International Organization for Standardization (ISO). It provides an organization with a set on principles that ensure a common-sense approach to the management of business activities, driving customer satisfaction. Over 1.3 million organizations in a variety of industries have been certified worldwide.





Our Commitment to Quality

- **CRAYTEK INC.** focuses on consistently delivering quality. We care about our customers, the information technology services we provide and the people like you who make it happen.
- To deliver on our promise of quality and improve our performance, we use a Quality Management System (QMS) across our business that follows a continuous improvement cycle called the plan-do-check-act cycle. This is a repeatable four-step model for implementing change and continuous improvement.



Benefits of An ISO 9001 Certified Organization:

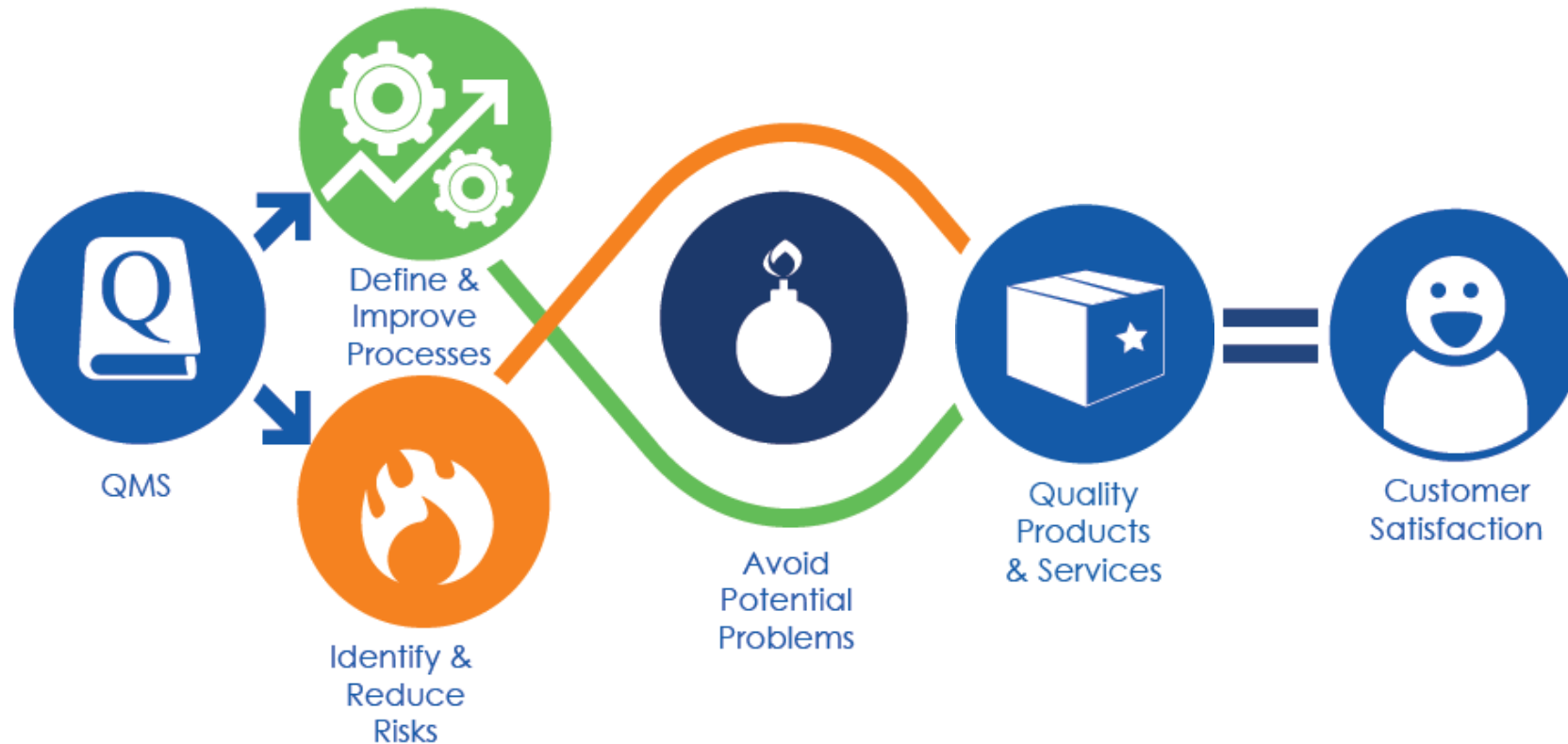
- Demonstrate the ability to consistently provide products and services that meet customer, applicable statutory and regulatory, and ISO 9001 requirements.
- Facilitate opportunities to enhance customer satisfaction.
- Address risks and opportunities.

Having a QMS that meets the ISO 9001 requirements helps us remain competitive and is what our customers expect and deserve.



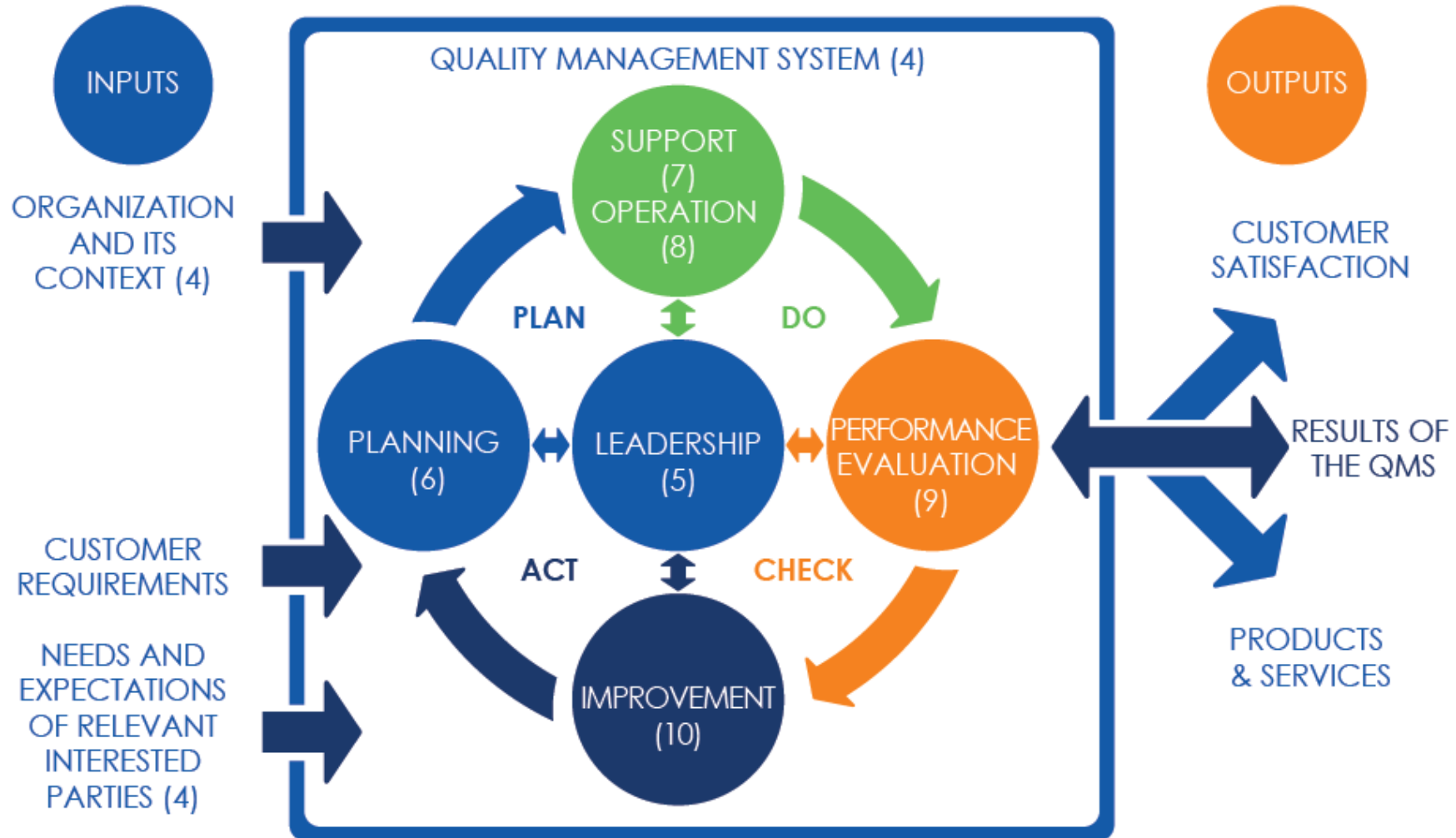
Our QMS Provides

PROCESS VALUE ● ● ● ●





Plan-Do-Check-Act Cycle





How Can I Help Us Maintain Our Certification?

- Every task you perform is related to ISO 9001 because everything you do effects our organization's products, services, processes, and systems.
- The level and complexity of your involvement will vary but everyone can embrace ISO 9001 as an integral part of our roles in consistently delivery quality and adding value to our customers' experience.
- ISO improves efficiencies in time, cost and help bring collaboration between departments.
- Stay tuned, you'll be hearing more in the months to come.



How Can I Help Us Maintain Our Certification?

- Embrace ISO 9001.
- Perform your tasks per your training and any written procedures.
- Be ready for changes.
- Complete future training.
 - Employee Training Video- for ALL employees in the next few weeks
 - Job specific- you will be notified
- Stay tuned, you'll be hearing more in the months to come.



ISO Project Leader

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