



## ***BUSINESS IMPROVEMENT SERVICES***

### **QUALITY ASSURANCE MANAGEMENT SYSTEMS (AS/NZS ISO9001)**

Quality assurance systems provide a basis for the consistent delivery of identical standards in products and services requested by a customer. This concept can be applied to the relationships that exist between a supplier and their clients or between employees and departments within a company.

Variation in the method or procedures associated with an organisation's operations is the fundamental cause of sub-standard quality products and services.

Identification and analysis of the organisation's operations and their controls will provide an understanding of where system errors are occurring. Collation and the identification of priorities within this data can facilitate the correction of errors and remove the variation.