



# Implementing ISO 9001:2015

*Jan Gillett, Paul Simpson, Susannah Clarke*

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ISO9001 2015: Thrill your customers and transform your cost base with the new gold standard for process improvement is a comprehensive guide to implementing the new standards. Over a million organisations worldwide will have to make changes in re-registering to the 2015 version of ISO 9001. But the changes can be used to stimulate transformation in organisations and their wider environments, coordinating their processes to achieve both their customer goals and reduced operating costs. Follow this blueprint and certification comes as a free bonus!

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