

Benefits of ISO 9000.....

Dun and Bradstreet findings:

- 85% of registered firms report external benefits
 - Higher perceived quality
 - Greater customer demand

Dun and Bradstreet findings:

- 95% report internal benefits
 - Greater employee awareness
 - Increased operational efficiency
 - Reduced scrap expense

A Case Study:

- Published in the Dallas Business Journal, August 18, 1997 the study credited ISO 9000 for:
 - Increased Productivity
 - Reduced scrap and waste
 - Record sales level
 - Catching inferior raw materials before they were used
 - A contract with Romania's state owned oil company.

Other Case Studies showed:

ISO Registration resulted in:

- 30% Reduction in customer claims
- 95% improvement in delivery time
- Reduced defects from 3% to 0.5%
- 40% reduction in product cycle time.
- 20% increase in on-time delivery
- International acceptance and recognition
- Facilitated trade in international markets
- Promoting of safety, reliability and quality in food products.

CIRAS News Says:

- Cutting quality cost in half can increase profit more than a 10 percent increase in sales.
- ISO 9000 is the most promising method for cutting the cost of quality.

Registered companies site the benefits of ISO 9000

Registration as:

- Improved management
 - 86% of respondents
- Better customer service
 - 73% of respondents
- Improved efficiency
 - 69% of respondents

Registered companies site the benefits of ISO 9000

Registration:

- Reduced waste
 - 53% of respondents
- Improved staff motivation
 - 50% of respondents
- Reduced costs
 - 40% of respondents

Irwin Professional Publishing survey results show:

- 30% Of registered companies experience increased customer demand.
- 50% Of registered companies have decreased number of customer audits.
- 69% Of registered companies have a competitive advantage in their market.
- 83% Of registered companies products have higher perceived quality in the marketplace.