


ISO 9001:2008 for Small Businesses

Ray Tricker

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Ray Tricker : ISO 9001:2008 for Small Businesses before purchasing it in order to gage whether or not it would be worth my time, and all praised ISO 9001:2008 for Small Businesses:

0 of 0 people found the following review helpful. Author Is Not Responsive To Requests For QMS FilesBy LDP3I purchased this book so that I could get access to the sample QMS and customize it per the guidance in the book, rather than start from scratch. I have followed the instructions given in the book and reached out to the author multiple times (5 times beginning on 11/4/15). I have reached out to the publishing company too. So far, I have not received an acknowledgement of my messages, let alone the link to the sample QMS that the author promised in the book.This is

very disappointing. Seems to me that, if you are going to promise access to something to purchasers of the book, you should follow through on that promise. If I had received access to the files, my review would be different. If I receive access in the future, I will update the review but the reason for the delay will need to be compelling to overcome my current frustration.

UPDATE: After purchasing the book in November of 2015, I finally got access to the files that are supposed to come with the book in September of 2016. Unfortunately, my need for the files has passed as I have already been through the ISO certification process. The explanation for the delay apparently resides with the publisher, not the author, and Mr. Tricker was eventually able to resolve the issue. I will raise my review from 1-star to 3-stars based on the author's efforts but I cannot bring myself to raise it any higher when the publisher prevented me from being able to leverage the value of the supporting files, which was the main reason I purchased the book in the first place.

0 of 0 people found the following review helpful. A fantastic resource

By David Legge As a small business owner, navigating the treacherous waters of ISO9001 can be intimidating so when I decided to update our policies and procedures to ISO9001:2008, I purchased this book to help me along the way. It is clear, comprehensive and has made the process significantly easier to complete. Even better, the author offers the opportunity to download a fully customizable example Quality Management System, totally compliant with the current ISO standards. You simply email Ray Ticker and he sends you a link to the download site. Imagine my surprise when I received a personal message from the author himself, and was delighted to offer positive feedback about his book. I will be using this over the next few months to implement the new standards and highly recommend this reference work to anyone in the same boat.

0 of 0 people found the following review helpful. This book has made our implementation process, and my understanding of the QMS as Management Rep., much smoother.

By Will Scheider I bought this book as a supplement to our hired consultant as we began our ISO implementation back in 9/14. At first, ISO seemed daunting and tedious, but as we went through implementation and everything started to make sense, this book became more and more valuable. This book has made our implementation process, and my understanding of the QMS as Management Rep., much smoother. It is a great reference source, and adds a great deal of substance to the Standard. The customizable QMS material is well worth the purchase and download. I have corresponded with the author, and he was very helpful and willing to offer advice. I would recommend this book to anyone implementing ISO 9001 in their business. We are a small company, and this book is now "gospel" for us.

Small businesses face many challenges today, including the increasing demand by larger companies for ISO compliance. Compliance is a challenging task for any organisation and can often be time consuming and costly, particularly for small businesses who are unlikely to have quality assurance experts on the payroll. However, it is still possible to achieve compliance without the need for expensive consultancy or training that takes you out of the office! Ray Tricker has already guided hundreds of businesses through the challenge and this, the 5th edition of his life-saving ISO guide, has been rewritten and refined following 5 years' field use of working with the standard. The one area that an organisation (particularly a small business) always wants to know is 'how much is it going to cost to implement and operate a QMS compliant with ISO 9001: 2008' and 'is it going to be worth the trouble?'

Due to popular demand, Edition 5 now includes a brand new chapter on the cost of implementing ISO 9001:2008. This edition provides:

- Relevant examples that put the concepts and requirements of the standard into a real-life context
- Down to earth explanations to help you determine what you need to work in compliance with and/or achieve certification to ISO 9001:2008
- An example of a complete, generic, Quality Management System consisting of a Quality Manual plus a whole host of Quality Processes, Quality Procedures and Work Instructions
- Access to a free, software copy of this generic QMS files (available from the author) to give you a starting-point from which to develop your own documentation.

ISO 9001:2008 is the most widely followed quality management standard and the rewards can be great, opening up new business opportunities, as well as bringing real improvements to your processes and outputs.

This book has several gems and would be of value to a consultant, trainer or a company in either a high-value, low-volume or low-value, high-volume operation that has the services of a dedicated quality professional. David Hendren, Qualityworld magazine Quality Management remains one of the fundamental ways by which organisations coordinate and maximise the value of their resources. Despite this it remains a considerable challenge to all organisations, particularly smaller enterprises. This text is a useful guide for those that are either beginning the journey toward ISO 9001 or are refining their existing systems. Gareth White, Senior Lecturer, C-SCOPE, University of Glamorgan

About the Author Ray Tricker (MSc, IEng, FIET, FCMI, FCQI, FIRSE) is currently working as the Senior Management Consultant for Herne European Consultancy Ltd (www.herne.org.uk)- a company specialising in offering organisations access to a range of highly skilled and specialist consultants to help these companies enhance their business performance