



## ISO 9001:2008 for Small Businesses

*Ray Tricker*

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Quality management is essential to small and medium-sized enterprises (SMEs) in order to increase bottom-line results, save money and manage risks. Ray Tricker has already guided hundreds of businesses through the challenge and this new book, updated for the 2008 standard, provides:

- Relevant examples that put the concepts and requirements into a real-life context
- Down to earth explanations to help you determine what you need to change to achieve certification
- Free, customisable, quality management system files, available from [www.routledge.com/books/details/9781856178617](http://www.routledge.com/books/details/9781856178617) to give you a starting point from which to develop your own documentation

This established book, now in its fourth edition, provides step-by-step, prescriptive guidance, tailored to the non-quality specialist, on how to approach quality management and certification to ISO 9001 in a cost and time effective way. It enables small businesses to reap the benefits of ISO 9001 certification with minimum effort and paperwork, and without the need for expensive consultancy or training that takes employees out of the office.

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