

SEW-EURODRIVE achieves ISO 9001 Quality Assurance accreditation

11 August 2016: SEW-EURODRIVE has achieved ISO 9001:2008 accreditation as part of an ongoing process to boost its customer support and value-adding services.

Celebrating its 85th anniversary this year, SEW-EURODRIVE South Africa Quality Manager **Clinton Warrington** says that SEW-EURODRIVE is continually looking at its own internal processes in order to make improvements and boost quality and performance. “ISO 9001 is all about customer satisfaction. We need to understand what our customers require from us, in order for us to be able to fulfil these requirements,” Warrington explains.

Billed as a quality ‘stamp of approval’ for millions of organisations worldwide, ISO 9001 is one of the most widely used management tools in the world today. The ISO standards are designed to help organisations ensure that they meet the needs of customers and other stakeholders while complying with all statutory and regulatory requirements related to specific products.

Warrington adds that attaining the ISO 9001 mark will ensure business best practice at SEW-EURODRIVE. “The accreditation encompasses the total organisation. It is a business management approach, right from the customer, through to all areas, functions and departments.”

SEW-EURODRIVE embarked on an extensive process in order to acquire the necessary accreditation. “We wanted to ensure we had everything in place and that all departments were fully committed in order to ensure our success in attaining ISO 9001,” Warrington stresses.

“We wanted to guarantee that it was not just a window-dressing exercise, but a fully functioning business tool that ensures that all parts of the organization continually improves with the aim of not just enhancing but also exceeding customer requirements.”

Press information
Press Release

85 Years SEW-EURODRIVE

Warrington reveals that, following its success in attaining ISO 9001, SEW-EURODRIVE has now set its sights on attaining industry-leading ISO 14001 Environmental accreditation.

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