

# ISO 9001

## *Simply Means*

- *Plan What You Do*
- *Do What You Planned*
- *Check That You Did What You Planned*
- *Act On Any Difference From Your Plan*



# ISO 9001



Nigeria Security Printing & Minting Company Limited

IS ABOUT...

DOING IT RIGHT  
THE FIRST TIME &  
EVERYTIME!

DO IT **RIGHT**  
OR DON'T DO IT  
**AT ALL**



# ISO 9001



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**IS NOT ...**

**RE-WORK**

**RE-DO**

**RE-TEST**

**OR**

**THROW AWAY !**





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Quality is not...



Idleness

Laziness

Scraps

Rejects

Delays



Quality is....



Customer satisfaction !



# ISO 9001 Says ...



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The customer is king  
that must always be  
satisfied



When we ... satisfy our customers

We ...  
satisfy ourselves



Quality Is Important

Beware ...



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tells

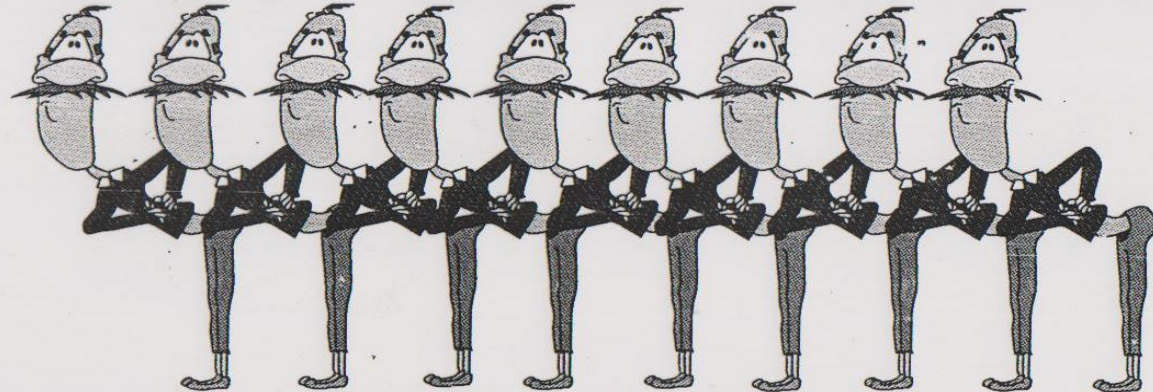
1

dissatisfied customer

9

other people about  
his dissatisfaction

13%  
of dissatisfied  
customers  
tell



20

other people about their dissatisfaction



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Minting Company Limited

Quality Starts With  
You



So do your job right the first time!



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QUALITY MATTERS!



ANYTHING  
WORTH DOING...



IS WORTH DOING WELL!





Nigeria Security Printing & Minting Company Limited

Quality first!

Everyday

Every hour

Every second

It's giving your best every time

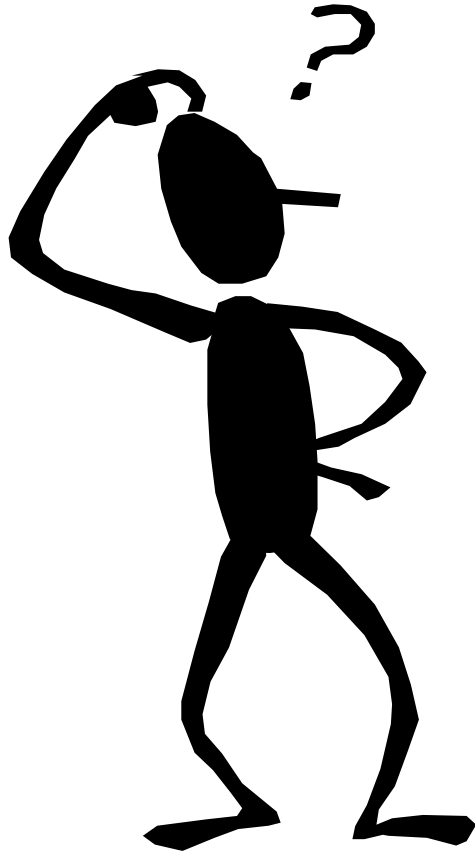
All the time!



# ISO 9001 - Your Role



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Know the Quality Policy

Know the complete details of the work you are doing

Be aware of the relevance and importance of your activities and how they contribute to the overall achievement of the Quality Objectives

Comply with the requirements of QMS, as stated in the Quality Manual, Work Procedures, Job Descriptions, etc

Maintain records, wherever written in Work Procedures

Provide feedbacks or ideas about the QMS

Be ready for positive change

**Quality is everybody's business!**



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Quality is ...

Leadership by example in our operations!

