

ISO or International Organization for Standardization headquartered in Geneva is the world's umbrella organization for standardization whose members are national organizations from more than one hundred industrially most developed countries. It is through this international institution that standards are coordinated at the international level, thus accelerating the expansion and introduction of new technologies and simplifying international technical and business cooperation.

ISO standard is today the most spread internationally accepted standard. ISO 9001 is a standard for quality assurance system, applicable to any organization wishing to introduce, maintain and constantly improve its own quality assurance system. The benefits of using a quality assurance system conforming to ISO 9001 are internal (increased productivity efficiency, fewer errors and repairs, greater employee satisfaction, continuous improvements and profit increase) and external (internationally recognized quality assurance system, better chances in international markets and greater customer satisfaction). Companies establishing ISO 9001 quality assurance system significantly reduce adverse effects that business activities may have on the quality.

Certificates require constant maintenance of the standards achieved, which is reviewed every year, and certificates are renewed after three years.