

# UNE 175001 – Commercial quality for small retailers

Quality certification for small retailers



The major international quality certification schemes, such as ISO 9001, offer numerous benefits to companies. These include continuous improvement, greater control over their processes and increased consumer or user confidence. This said, such schemes are not always appropriate for small retailers, who often find them overly complex and expensive. For these reasons, the UNE 175001 standard has been developed with a view to quality management for small retailers.

## What is UNE 175001 certification?

UNE 175001 is a system specifically designed for small retailers. It aims to optimise service quality by focusing on a series of basic factors including courtesy, accessibility, professional competence, image, facilities and complaint management.

Certification under this standard serves to demonstrate a small retailer's commitment to customer service, thereby generating confidence and setting it apart from its peers.

As well as being of benefit to customers, UNE 175001 certification also offers added value to a small retailer's suppliers who can feel confident that the product they have supplied will be marketed in the best possible way.

## Key benefits

- Demonstrates a commitment to service quality
- Increases customer confidence, potentially generating new customer profiles



- Fosters a dynamic of continuous improvement
- Sets the business apart from its peers
- Boosts the confidence of, and synergies with, suppliers

## **Why certify with Applus+ Certification?**

Applus+ Certification is a prestigious independent body that was established to help organisations achieve their aim of continuous improvement. We assess the specific needs of our clients so that our auditors, who specialise in the sectors in question, can add maximum value while evaluating an organisation's compliance.

Our teams of professionals draw up customised certification plans taking into account client structures, processes and areas of activity. Our global presence, extensive product portfolio and wide-ranging accreditations enable us to provide our clients with a comprehensive, expert and tailor-made service.