

ISO 9001 - Quality Management Initiative

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What is ISO?



- International Organisation for Standardisation
 - Various standards ISO 9001 (QMS), 14001 (Environment), 18001 (Health & Safety) etc.
- The ISO 9000 series, is a set of standards that specify requirements for quality systems: ISO 9001:2008

Why have an ISO 9001 certification?



- Continual improvement of performance and co-ordination.
- Greater focus on your organisational objectives and customer expectations.
- Standardisation - Ensuring that the same service is delivered at the same standard, every time.
- International recognition - Certification with an independent Conformity Assessment Body

The 3 ISO “Principles”

1.SAY WHAT YOU DO

The Quality Management System (QMS)
(Policies, Procedures & Work Instructions)

2.DO WHAT YOU SAY

The implementation of the QMS

3.AND PROVE IT

Records

Certification – role of the organisation

Step 1
Develop & implement
management system

Policy

Procedures

Forms & Checklists

Step 2

Conduct internal audit and
management review of
implemented system

Step 3

Action findings from internal
audit and management review

Step 4

Select accredited CAB and
undergo 3rd party certification
process

Step 5

Maintain the management
system and undertake
ongoing annual audits with the
CAB

Third party certification

JAZ-ANZ

Provides accreditation of
CABs to conduct
certification audits

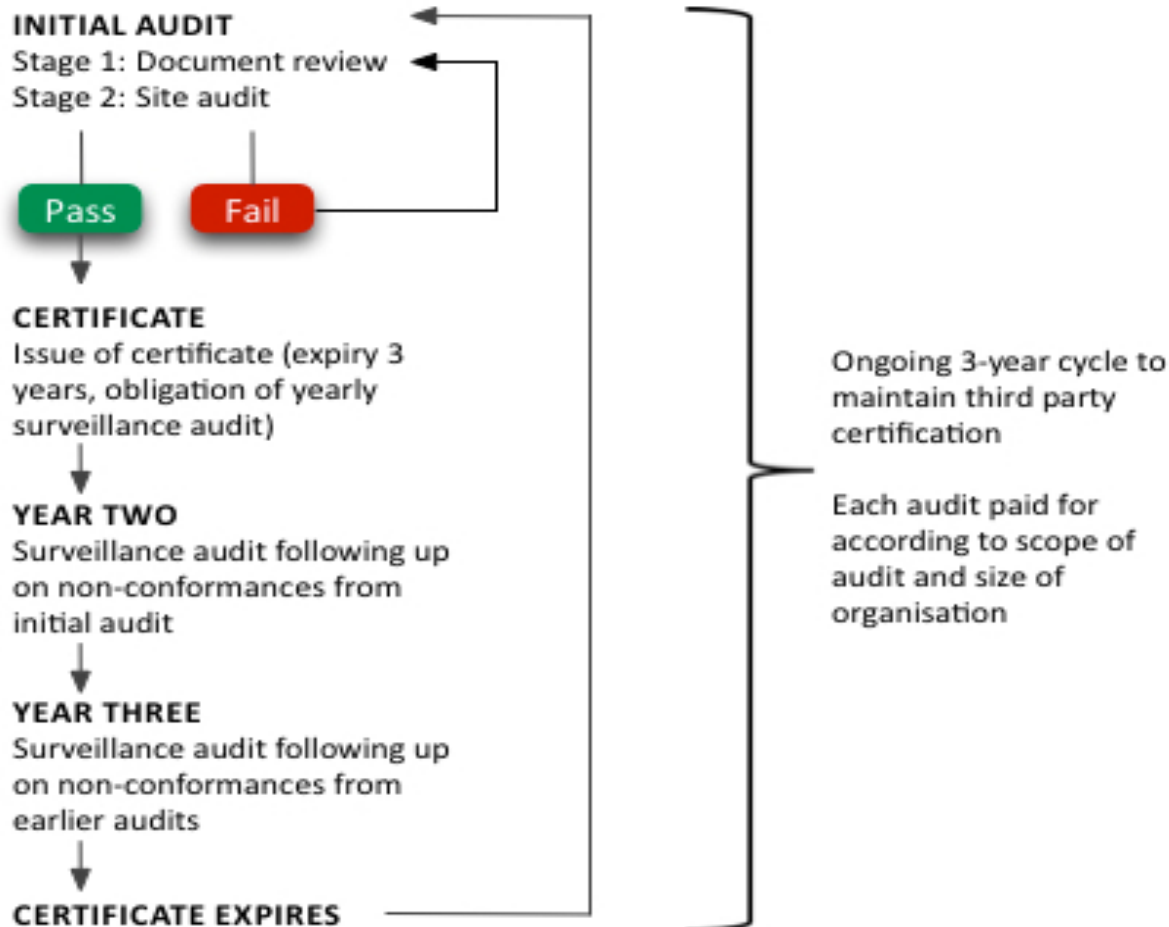
ORGANISATION

Develops, implements
and internally audits the
management system;
engages the CAB to audit

CONFORMITY ASSESSMENT BODY

Conducts third party
certification audit(s)

Certification – audit process with the CAB (auditor)



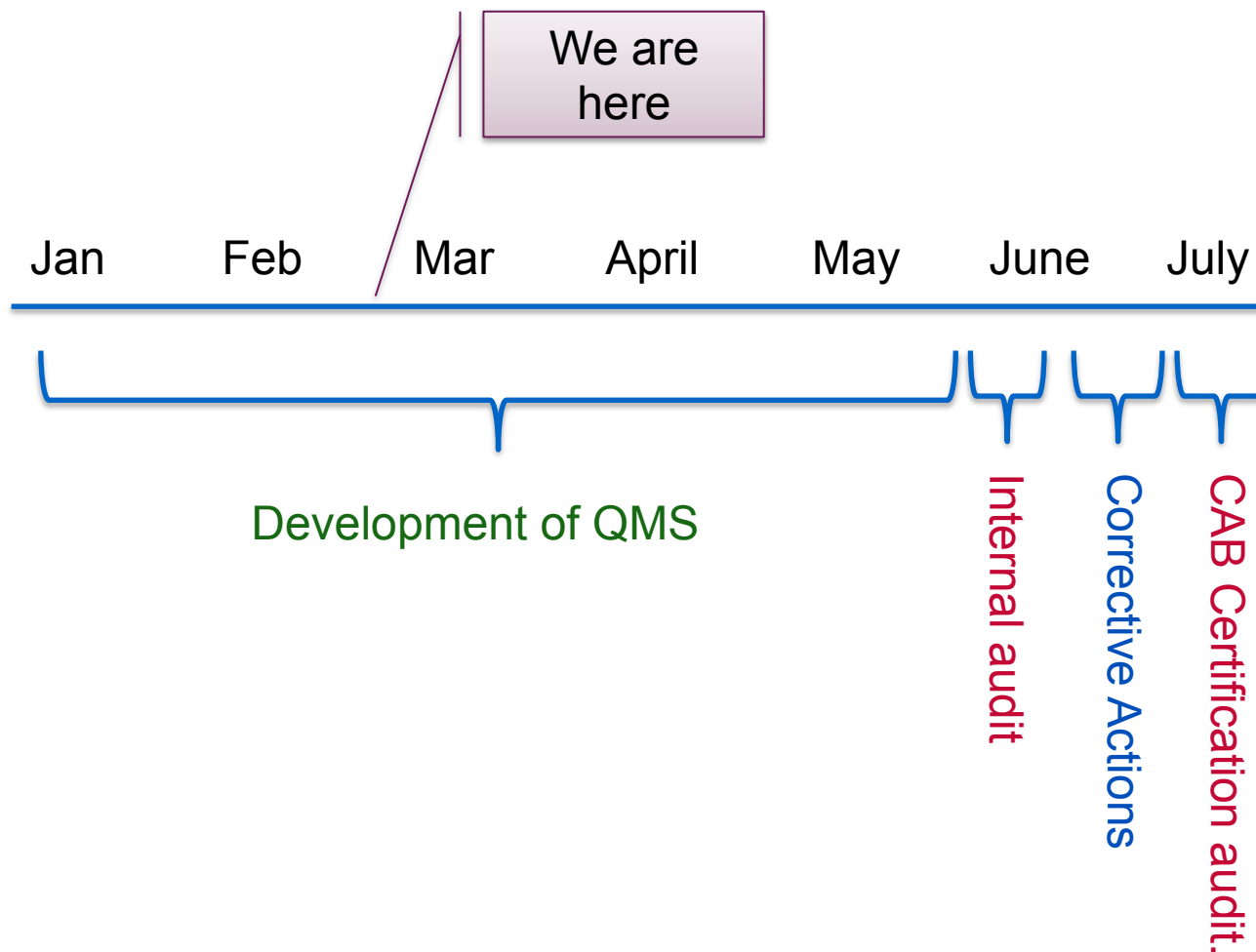
What is the role of a Conformity Assessment Body?

- They audit organisations against the ISO 9001 standard.
- The five ISO 9001 standard headings:
 - Quality management system
 - Management responsibility
 - Resource management
 - Product realisation
 - Measurement, analysis and improvement

Conformity Assessment Body – (external certification body) audit

- They will look for evidence that the system is working as per the Quality Management System (records).
- They will interview employees
- Quality must be a part of normal business processes and not a procedure in a manual.

Implementation Timeframe



Questions?

