

Why ISO 9001:2015? Awareness Presentation



Being part of the implementation process of ISO 9001:2015, we help our company to stand out, gain a competitive edge, and grow.

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What is ISO 9001:2015?

- International Standard published by ISO
- Applicable to companies of any industry and any size
- Over a million companies in more than 170 countries certified in ISO 9001
- ISO 9001 is based on the idea of customer satisfaction
- A system that defines how an organization can meet the requirements of its customers and other stakeholders

What is quality?

“Degree to which a set of inherent characteristics fulfills requirements”

Degree Level to which a product or service satisfies

Inherent characteristics Features part of the product or service responsible for achieving satisfaction

Requirements Needs and expectations of the customers, third parties, and the organization

What is a QMS?

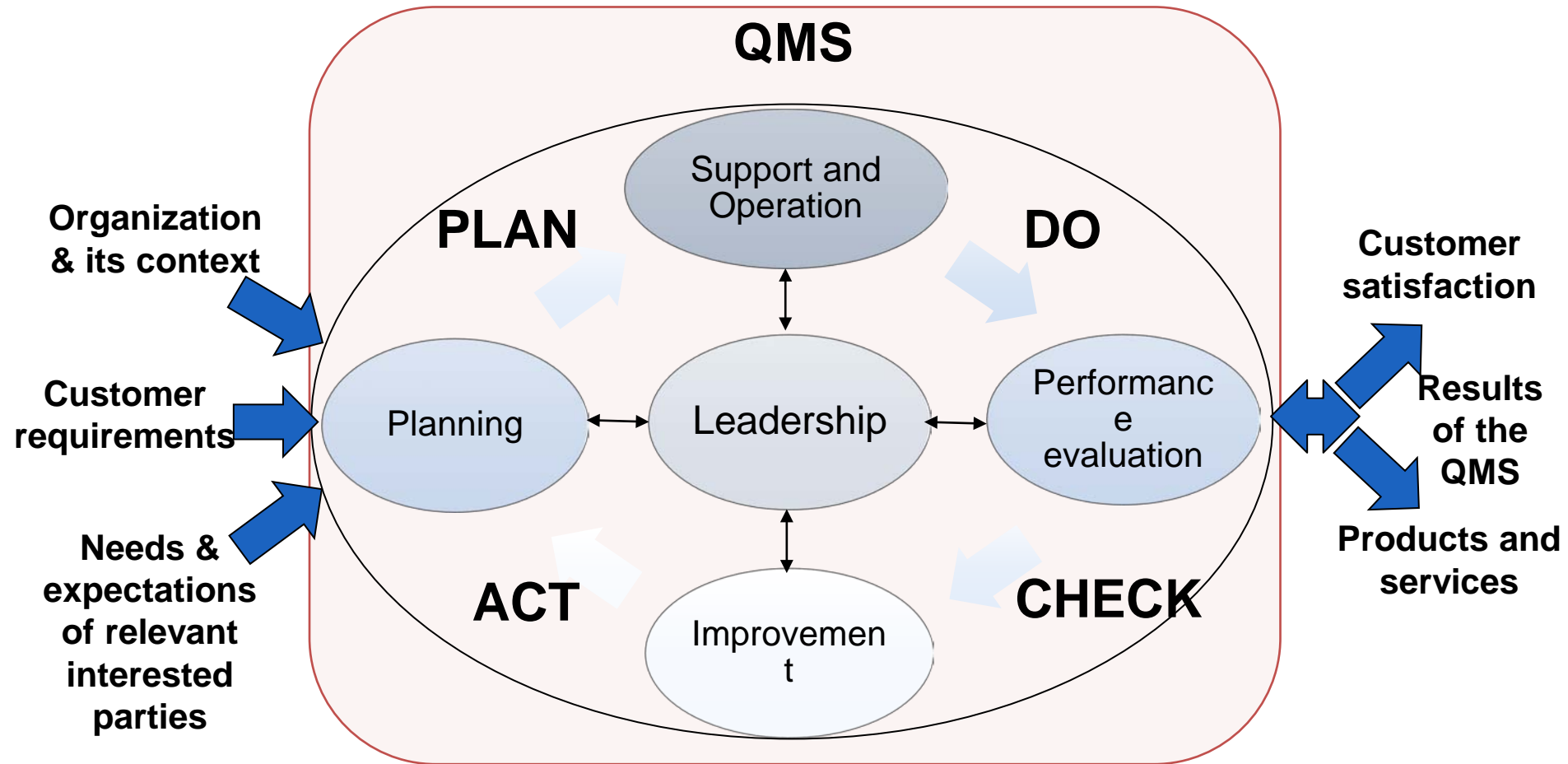
Customer satisfaction

PDCA approach

Easy integration with other standards

Focused on continual improvement

PDCA approach



Quality Policy

- Must be appropriate to the context of the company and its purpose
- Includes a commitment to the requirements and continual improvement
- It must be consistent with the quality objectives
- It is communicated and understood within the organization
- It is periodically reviewed
- It is maintained as documented information

Quality Objectives

S

- Specific

M

- Measurable

A

- Agreed

R

- Realistic

T

- Time-based

Myths of ISO 9001

1. It says we always have to do it this way.
2. It belongs to the quality department alone.
3. It does not apply to my business.
4. Everything needs to be documented.
5. It is expensive to implement and maintain.
6. Everything needs to be perfect at the start.

Keys to success

- Top management commitment
- Assigned roles, responsibilities, and authorities
- Appropriate resources
- Participation at all levels
- A structured and documented implementation plan
- Correct training, education, and awareness
- Adequate procedures and documentation
- Effective audit

Your role in the QMS

- Learn the Quality Policy
- Understand the quality objectives and how to contribute to their achievement through your activities
- Meet the requirements of ISO 9001:2015 - comply with policies and procedures
- If you are aware of a non-conformity, report it
- Share your ideas and feedback in order to improve the QMS

Benefits for our company

- Improvement of our credibility and image
- Improvement of customer satisfaction
- Better process integration
- Improvement of our evidence of decision making
- Creation of a continual improvement culture
- Engagement of employees

ISO 9001 is a means for the company to take a more systematic approach to fulfill its objectives and, therefore, to achieve such improvements.