



QUALITY MANAGEMENT SYSTEM STANDARD

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ISO 9001 IS THE WORLD'S MOST RENOWNED QUALITY MANAGEMENT SYSTEM STANDARD

Published in 1987 by the International Organisation for Standardisation (ISO), to ensure that it reflects the needs of modern businesses globally, ISO 9001 is the world's leading Quality Management Standard. This is a great framework that helps you to manage the business effectively in order to be operationally resilient, succeed over the long term and ensure client satisfaction. It works for businesses of all sizes, from manufacturing to service providers and it's designed to be truly flexible so you can make it work for your business and continuously improve it.

In recent times, clients have become more interested in product quality than price. This is the reason why a certification such as ISO 9001 has become one of the most sought-after tools for companies to prove their adherence to the QMS.

Some ISO 9001 certifications are by no means identical. A cheap or readily accessible certificate may not be acceptable to the customers. Accredited by IAS - IAF and IOAS, SIS Certifications is a leading organisation worldwide.

At SIS, we have the experience to help you get the most from the ISO 9001 standard. As a matter of fact, it was our experts who helped develop the standard in the first place.

This guide presents how you can execute effective QMS in your organisation and make the most out of it in the long term. We are also highlighting our additional support services, which not only help you obtain certification but also unlock other business improvements after certification.

THE LATEST EDITION OF THE CERTIFICATION IS ISO 9001:2015, ISSUED IN SEPTEMBER 2015.



ISO 9001 WORK INSTRUCTIONS

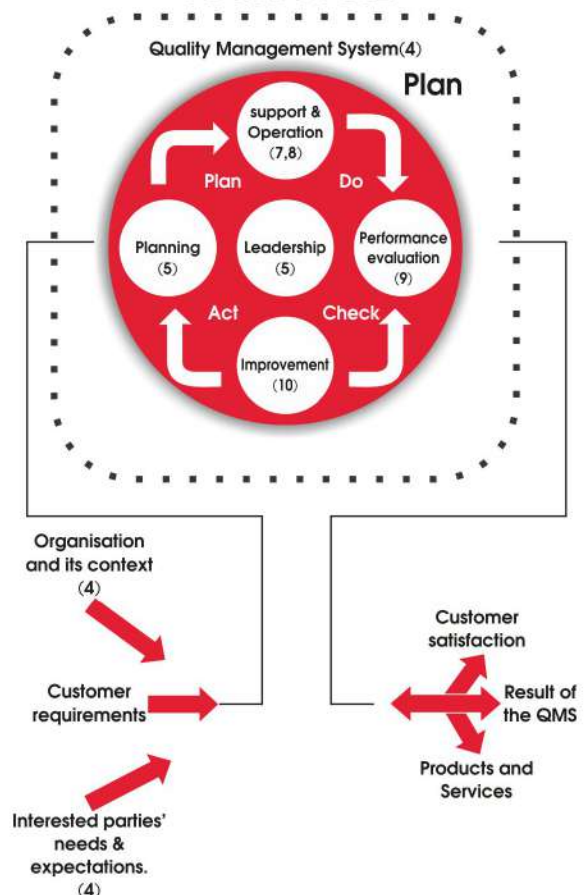
WHAT QMS CAN OFFER YOU AND YOUR ORGANISATION

ISO 9001:2015 is the new business development tool that encourages continuous improvement and results within your business. It helps companies to stand out, gain competitive advantage globally. A quality management system is a comprehensive operational tool aimed at improving the performance of your activities.

The ISO 9001 was revised in 2015 to meet the needs of modern businesses and increase their value. It builds on the high-level structure that provides a common scheme for all new management system frameworks. This makes it possible to maintain uniformity, harmonise the various management systems, offer sub-clauses corresponding to the high-level structure & apply a common language to all standards. It allows organisations to more easily integrate their QMS into core business processes and gain greater participation from senior management.

This diagram shows how ISO 9001 clauses 4 through 10 can be grouped against the PDCA.

ISO 9001:2015 STANDARD IN THE PDCA CYCLE



Plan - Do - Check - Act (PDCA) is the principle by which ISO 9001 works. It applies to all processes and to QMS.

BENEFITS OF ISO 9001 STANDARDS ENHANCE YOUR VISION WITH A POWERFUL QMS

ISO 9001:2015 employs a process approach to ensure customer satisfaction and puts quality at the heart of your organisation, complementing the business strategy and helping to improve performance. This was designed based on the needs of modern companies. It provides a framework that helps you focus on anticipating the business environment and the client's needs. This is how the ISO 9001 standard actually adds value.



SOME OF THE PRIMARY BENEFITS ARE:



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1. **Boost the reputation of your organisation**—This framework enhances the organisational reputation in the eyes of customers, clients, and other stakeholders. It helps you to showcase capabilities to deliver quality assured products and services.
2. **Fulfil customers' expectations**— The primary aim is to meet the requirements and expectations of customers in terms of the consistent quality of products. This also helps in strengthening the customer base and helps in retaining the old customers.
3. **Process integration**— Its High-Level Structure enables the integration of various processes within the organisation. This standard helps in identifying the areas of improvement and conservation of resources within your organisation.
4. **Continual improvement**—The culture of continual improvement enables your employees to improve the operational processes, which will help in saving a good amount of time, liability costs, and other resources.
5. **Increases organisational profits**— With an effective Quality Management System, you can reduce liability costs, which will help you increase your organisational profits.

THE BASIC REQUIREMENTS OF ISO 9001:2015



Clause 1: Scope - The first clause refers to the scope of the standard.

Clause 2: Normative References - ISO 9000, Quality Management System - Useful References and Vocabulary.

Clause 3: Terms and Definitions - All terms and definitions are contained in ISO 9000:2015 –Quality Management — Basic Principles and Terminology.

Clause 4: Context of the organisation - This section focuses on understanding your organisation's unique character and customising ISO 9001 to implement a quality management system that best suits your organisation.

Clause 5: Leadership –This section emphasises the importance of senior management when implementing a quality management system through an appropriate risk assessment, planning measures, and assignment of roles and responsibilities to relevant staff.

Clause 6: Planning –In this section, you will find an overview of the risks and opportunities associated with your quality management system, and it is always expected that senior management will plan

and keep the quality goals for your organisation.

Clause 7: Support –This section highlights all resources, such as human resources, infrastructure and other resources necessary for an efficient quality management system. This section sets out the requirements for competency, awareness, communication and control of documented information.

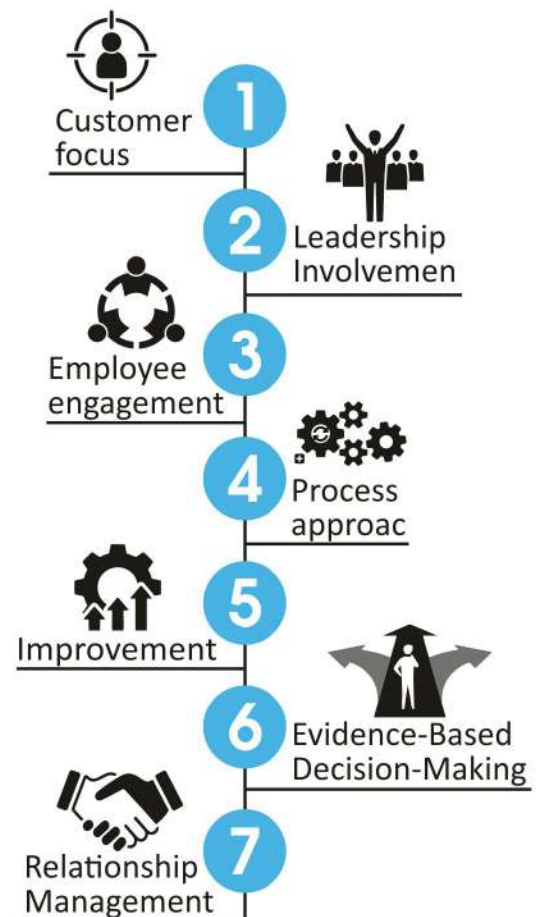
Clause 8: Operation –This section focuses on implementing quality management system planning. This includes assessment of product requirements, external vendor review, product pre-release analysis, etc.

Clause 9: Performance Assessment –This section discusses the procedures for ensuring the effective operation of your quality management system. It includes a regular examination of management, observation and measurement of techniques, etc.

Clause 10: Improvement –This section ensures that your quality management system is upgraded and can meet the current requirements of the marketplace. It includes regular inspections to identify gaps and take corrective action to address them with a view to continuous improvement.

A QUALITY MANAGEMENT SYSTEM IS SUPPORTIVE OF THE SEVEN QUALITY PRINCIPLES

1. **Customer focus:** ISO 9001 certification aims to improve for the best of the interested parties and the customer. This will help support the customer, grow the customer base, ensure that their needs and expectations are communicated while monitoring the entire organisation.
2. **Leadership Involvement** – To achieve quality objectives, leaders must establish a unity of purpose through alignment of strategy and policies, procedures and resources to better coordinate organisational processes and establish a culture of trust and integrity, provide people with the necessary resources, training and authority to act on accountability.
3. **Employee engagement**– For efficiency reasons, people at all levels can accomplish this by communicating with employees, their organisational needs, sharing knowledge and experience, recognising contributions, learning and improving people.
4. **Process approach** – when activities are understood and performed, the effectiveness of outputs delivered increases, by understanding organisational capacity and identifying resource constraints before taking action.
5. **Improvement** - Improvement is important to an organisation in order to maintain the existing level of performance and even continue to develop, this can be done by providing adequate training and understanding of how work proceeds with this follow up, audit review and planning, implementation, recognition and recognition, which will translate into anticipation of internal and external risks and opportunities, and an improvement in process performance.
6. **Evidence - Based Decision -Making** - to learn from errors is simply that decisions should be based on an assessment of the data. This will allow for more effective solutions, by adding more.
7. **Relationship Management** –Managing relationships with relevant stakeholders, such as suppliers, can be achieved through maintaining a well - managed supply chain that ensures a stable flow of products and services, determining the relation of the interested party that needs to be managed.



ISO 9001:2015 CERTIFICATION JOURNEY

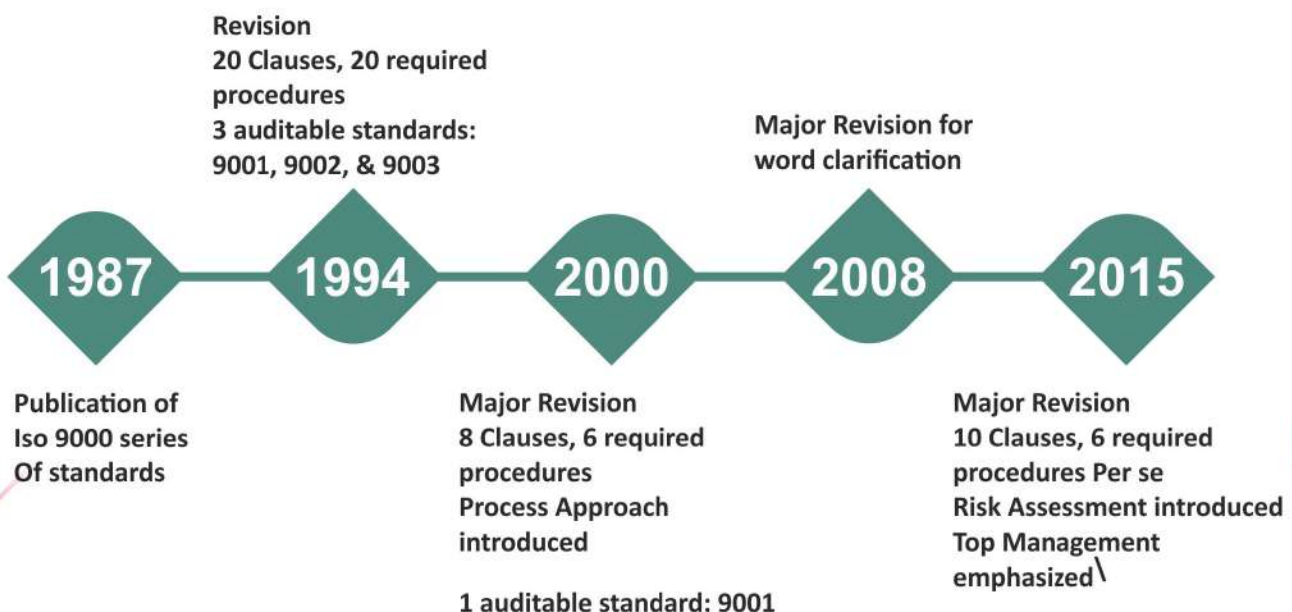
Previously, ISO had three sets of quality requirements: ISO 9001, ISO 9002 and ISO 9003. However, today there is only one norm: ISO 9001:2015. The ISO 9002 and 9003 standards have been withdrawn.

This ISO standard was first published in 1987 and updated in 1994. In order to respond to the changing needs of users, ISO updated its standard in 2000 and 2008 and again in 2015. The new release is referred to as ISO 9001 2015.

The quality management standard applies to such fields as manufacturing, processing, maintenance, printing, forestry, electronic component, steel, food

processing, legal help, financial infrastructure, trucking, banking sector, retail business, drilling, recycling, aerospace, construction, research, textiles, pharmaceutical supplies, oil and gas, pulp and paper, publishing, petrochemicals, shipping, mining, energy, telecommunications, plastics, metals, research, health care, hospitality, utilities, aviation, machine tools, farming, government officials, education centres, recreational places, tourism, fabrication, sanitation, software development, customer products, transportation, the instrument, computing, biotechnology, chemicals, consulting, insurance, etc.

HISTORY OF ISO 9001



SIS CERTIFICATIONS

OUR MISSION IS TO CREATE THE WORLD'S BEST MANAGEMENT SYSTEMS AND MAKE THEM GLOBALLY ACCESSIBLE AND USEFUL.



We Do Not Sell, We Certify!

At SIS, we build excellence by promoting our customers' success through ISO 9001 standards. We help organizations strengthen their resilience, helping them to develop sustainably, adapt to change, and prosper over the long term. Excellence is our habit. For over 25 years, our experts have challenged mediocrity and complacency to help incorporate excellence into the workings of people and products. With over 15,000 customers in over 30 countries, SIS is an organization whose standards inspire excellence throughout the world.

We offer a unique mingle of complementary products and services, administered by our three operational components: knowledge, assurance and compliance.

ISO 9001 CERTIFICATION QUALITY MANAGEMENT SYSTEM



OUR PRODUCTS & SERVICES

KNOWLEDGE



The heart of our business is focused on the knowledge we create and transmit to our clients. When it comes to frameworks, we continue to build our reputation as an expert body, bringing together industry experts to shape standards at the local, regional and international levels. In fact, SIS originally developed eight of the world's ten most stringent management systems.

ASSURANCE



Independent assessment of whether a process or product complies with a specific standard ensures that our customers achieve a high level of excellence. We educate our customers on world-class implementation and auditing techniques to optimise the benefits of our standards.

COMPLIANCE



In order to receive real long-term benefits, our customers need to ensure continued compliance with regulations, a market need or a booth so that it becomes a habit. We offer an array of differentiated services and management tools that facilitate this process.



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More information call us
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