

ISO 9001:2015, Quality – what you need to know



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“Say what you do, do what you say.....” is a phrase you will hear in relation to ISO 9001. You will also hear people say it’s very demanding, stops you working the way you want and adds a load of unnecessary administration. A badly designed system will do exactly that.

However, done right not only does a certified system help you win PPQ’s, RFP’s and Tenders, it also helps you operate more efficiently. Episode has built many ISO 9001 compliant systems. Equally, we have helped organisations already certified to make ISO work for them, not the other way around”.

Summary

From a single person company trading from their home through to the largest companies in the world, ISO 9001 makes a huge difference to their ongoing success.

Most organisations come to ISO 9001 because their marketplace requires it.

More than one million organisations from more than 160 countries have applied the ISO 9001 standard requirements to their quality management systems.

Organisations of all types and sizes find that using the ISO 9001 standard helps them organise processes, improve the efficiency of processes and continually improve.

Why Episode

Episode has built many ISO compliant systems. Our systems capture what you do and how you do it. We will not make you do things differently, especially operationally, as you know how to run your business best. All we will do is add any essential missing elements if there are any.

More importantly, and what sets us apart, is, we have helped organisations already certified to make ISO work for them, not the other way around.

Episode will complete a review of your organisation and provide everything you need for successful certification within pre-defined timescales, for a fixed fee, and we guarantee success.

More detail

ISO 9001 is the international standard that specifies requirements for a quality management system (QMS). Organisations use the standard to demonstrate the ability to consistently provide products and services that meet customer and regulatory requirements. It is the most popular standard in the world.

Key benefits

Clearly certification is a must. However, with Episode working with you, you will get real operational efficiencies, as well as:

1. help you improve the quality of your goods and services
2. help you drive growth, cut costs and increase profits
3. give your business a competitive edge
4. open up export markets for your goods and services
5. open doors to new customers and strengthen your existing business
6. help you compete with bigger enterprises
7. enhance your credibility and secure customer confidence
8. sharpen your business processes and increase efficiency
9. strengthen your marketing pitch
10. help you comply with regulations

Structure of the system

The aim is that all standards will have the same structure. In 2015 ISO 9001, quality, and ISO 14001, environment) were revised, in part so they follow the same structure. So you can have an integrated approach with other management system standards. ISO 45001:2018 replaced OHSAS 18001, occupational health & safety to incorporate the structure.

See right for the common elements that are required>

What Is required?

The main requirements are:

- Focus on risk throughout the system
- Context of the Organisation
- *Organisational Risks and Opportunities*
- Policy and Objectives
- Management Commitment
- Documented information control procedure
- Internal Auditing/data gathering
- Corrective Action and “Non-Conforming Product” procedures
- Management Review and refinement of system
- Mechanism to ensure legal compliance (except ISO 9001:2015 unless it is product related or relates to commercial/statutory regulations that affect the organisation)
- focus on risk management activities and design

More background

ISO 9001 was revised in 2015 to maintain its relevance in today’s marketplace and to continue to offer organisations improved performance and business benefits

The 2015 version of ISO 9001 is much less prescriptive than the 2008 version and can be used as a more agile business improvement tool. This means that you can make it relevant to the requirements of your own organisation to gain sustainable business improvements.

The standard will help you become a more consistent competitor in the marketplace. It will provide better quality management that helps you to meet present and identify future customer needs. it increases efficiency that will save you time, money and resources. It improves operational performance that will cut errors and improves profits. It will motivate, engage and involve staff with more efficient internal processes. It will help you win more high value customers, and achieve improved customer retention with better customer service. It will broaden business opportunities by demonstrating compliance