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ISO 9001: Quality Management Systems

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SSCG
Quality management
ISO 9001
Standard
Customer
Certification
Continual improvement
Process

Introduction
What is ISO 9001: 2015

ISO 9001 is the internationally recognised standard for quality management and as reputable performance benchmark.

Applies to processes, procedures and systems that create and control the products and services a company supplies, and prescribes systematic control of activities to ensure that the needs and expectations of customers are met.

Provides guidelines for the development, review, acceptance, application and revision of quality plans.

Specifies requirements for a Quality Management System (QMS) when a company needs to demonstrate its ability to consistently meet applicable statutory and regulatory requirements.

Promote and focus on risk-based thinking.

Can be used to attract new clients or blueprint for internal efficiency.

ISO 9001:2015

In 2013, over a million certificates to the standard were issued across 187 countries.

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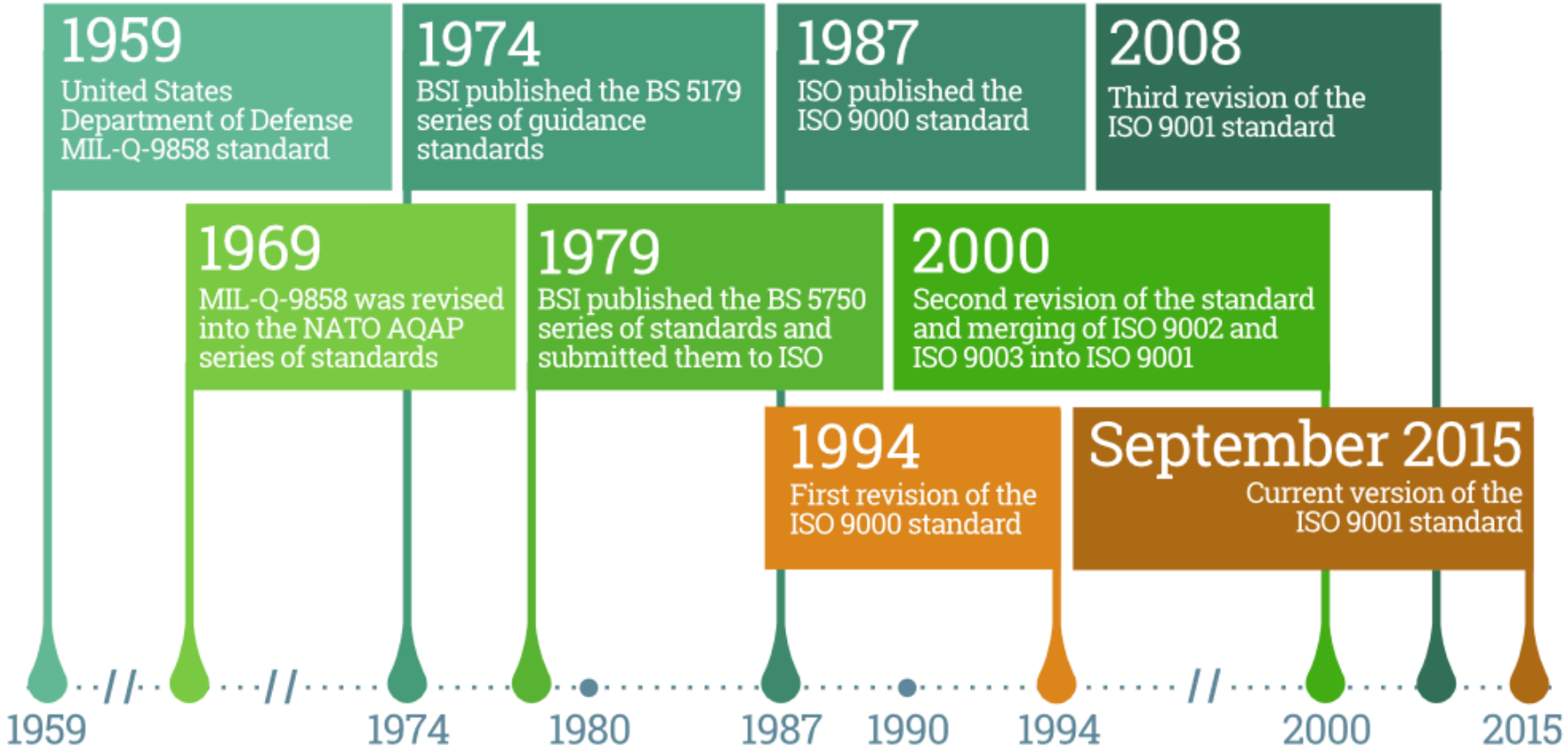
Introduction

History of Quality Management System Standards



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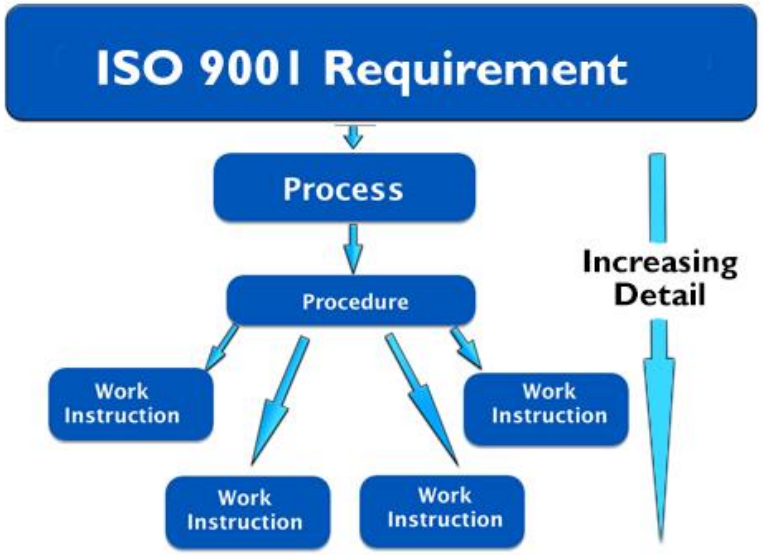
7 Quality Management Principles (QMPs)

QMP 1 – Customer focus
QMP 2 – Leadership
QMP 3 – Engagement of people
QMP 4 – Process approach
QMP 5 – Continuous improvement
QMP 6 – Evidence-based decision making
QMP 7 – Relationship management

Quality Management Scope and Requirements

The scope is a vital part of the quality manual, as it defines how far the Quality Management System (QMS) extends within the company's operations, and details any exclusion from the ISO 9001 requirements and the justification for these.

The scope can help you define what your QMS covers within your organisation.



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The Benefits of Implementing ISO 9001 Standard

Among the benefits of establishing a quality plan, ISO 9001 Quality Management certification can help you to:

Show commitment to quality and customer satisfaction, increased confidence that requirements will be met.

Provide greater assurance that processes are in control and the motivation it can give to those involved.

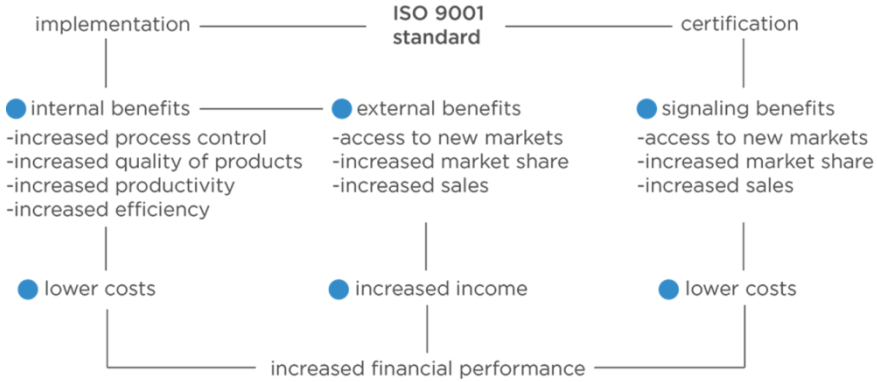
Show strong corporate governance, enhance company image in the eyes of customers, employees and shareholders alike.

Give a competitive edge to an organisation's marketing.

Give insights into opportunities to continually improve, streamline operations and reduce costs

Win more business and compete in tenders

Continually monitor and manage quality across the business value chains, work effectively with stakeholders and your supply chain



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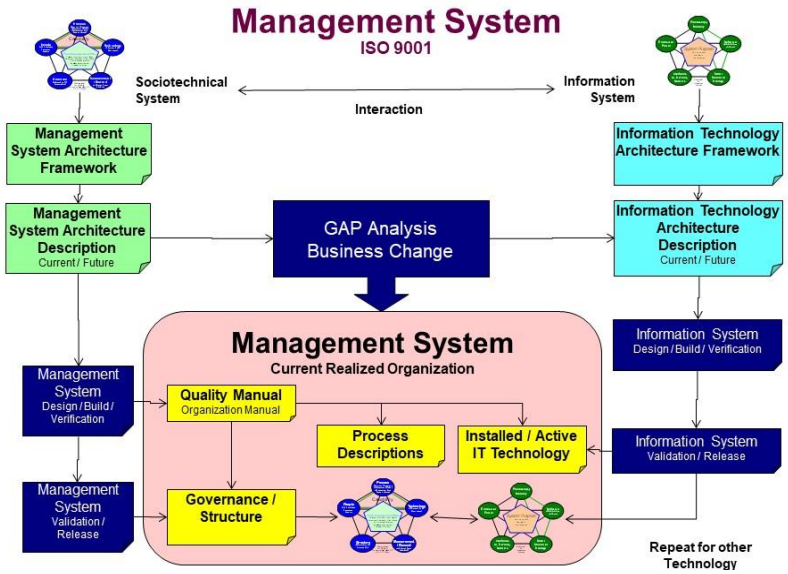
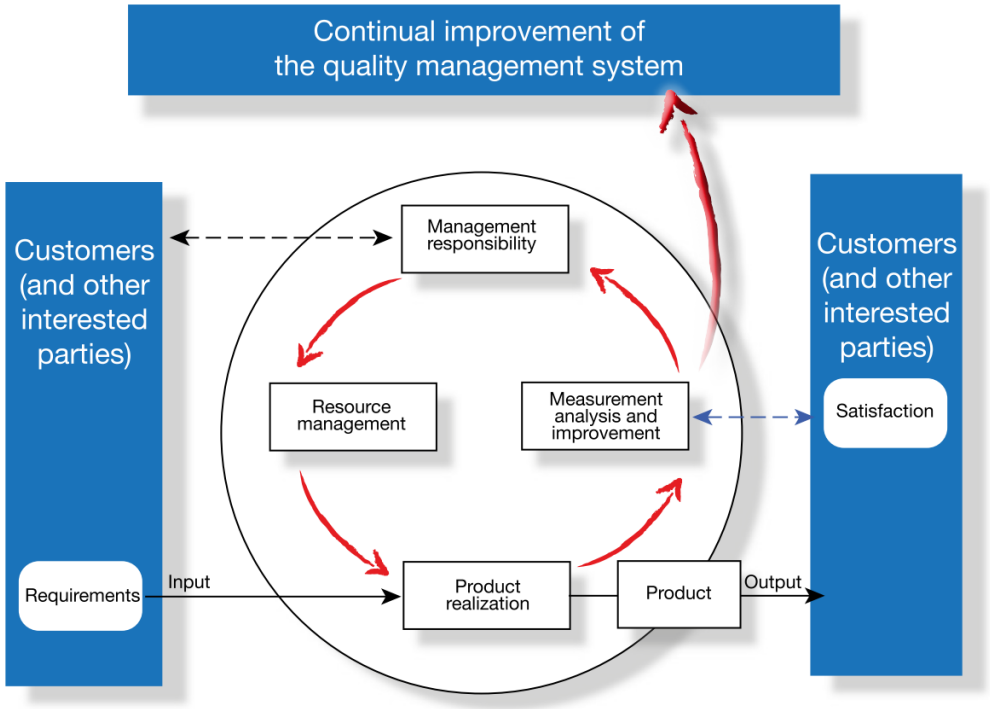
Hierarchy of Quality Management System

Key QMS components:

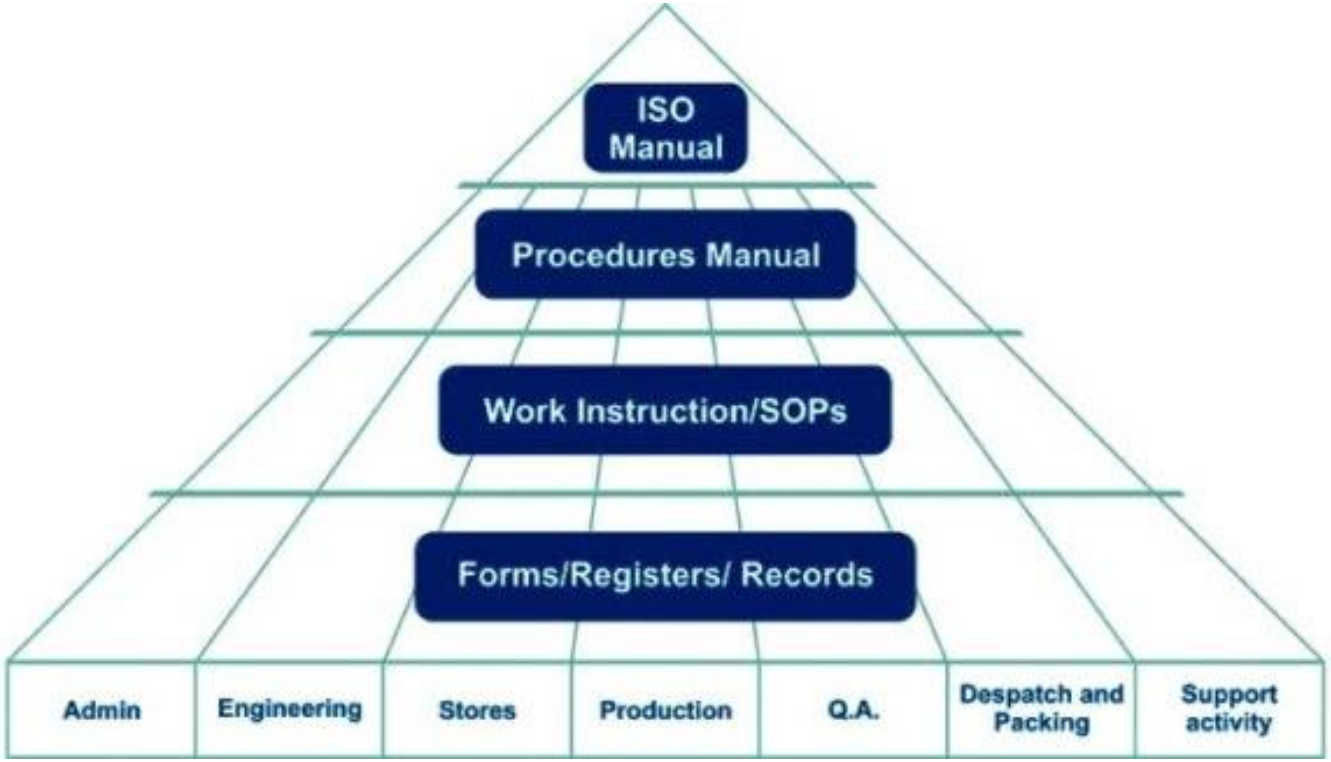
- Quality Policy
- Quality Manual.
- Business Plan Quality objectives
- Process
- procedures.
- operation and effectiveness records

Risk Based QMS Process Model





Quality Documents Pyramid Diagram



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Is it the right time to relook and transform your QMS, processes and procedures to ensure regulatory compliance

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The Next Step
How we can help you?

SSCG team can help you to:

- Define business objectives and why to implement the standard.
- QMS development, improvement and transformation.
- Implementation of requirements of the standard .
- Identifying organisation's key processes for meeting objectives and customers' needs.
- Prepare for ISO 9001certification body audits.

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Contact Us

SSCG team are here to help. For more information and to submit RFP, contact:

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