

THE IMPLEMENTATION APPROACH

1. In depth evaluation of your organization's current process methods.
2. Develop the quality management systems of your organization taking customers requirement into consideration & through development planning, quality planning and validation.
3. Custom built documentation, which is easy to understand and simple to practice.
4. Train people of your organization in adapting and practicing of the system.
5. Total implementation support throughout the project realization.
6. Verify & validate the system designed through audits.
7. Assist, if required in certification through an accreditation agency of your choice.

ISO 9001:2015 CONSULTANCY AND IMPLEMENTATION APPROACH IN YOUR ORGANIZATION

Phase I	Assessment Study & Gap Analysis Phase
Phase II	Documentation (Quality Manual, Procedures, SOPs, Formats etc.)
Phase III	Training & Implementation
Phase IV	Internal Quality Audits & Corrective Action
Phase V	Final Certification Audit

PHASE I ASSESSMENT STUDY & GAP ANALYSIS PHASE

This phase would include the following activities:

- Overall organizational assessment
- Identification of Functional responsibilities and authorities
- ISO 9001:2015 Clause wise assessment
- Initial identification of procedures and records

Project Days : 1 Day

PHASE II DOCUMENTATION PHASE

This phase emphasizes on creating the documentation structure, which includes the procedure manuals and quality records.

This shall be a joint responsibility of **ISO Consultancy** and **your Organization**.

Initially, a draft of the manuals will be prepared and later these manuals undergo changes and amendments, in order to be controlled.

Along with the documentation being completed training sessions will be conducted to facilitate proper implementation of the ISO 9001:2015 quality management systems.

Documents Deliverables:

- Helping in framing out Quality Policy, Quality Objectives and Process Objectives for your organization
- Quality Manual,
- Quality System Procedures, Work Instructions,
- Standard Operating Procedures (SOPs),
- Records/Formats

Contents of Documentation :

A) Quality Policy & Objectives

- Facilitating in formulating Quality Policy and Quality Objectives
- Facilitating in formulating Process Objectives at functional levels

B) Quality Manual :

1. Scope of ISO 9001:2015
2. Quality Policy
3. Quality Objectives
4. Organization Profile
5. Quality Plan
6. Job responsibility of all employees
7. Inter relations with all processes of the organization
8. Responsibility Matrix
9. Inter relations with ISO 9001:2015 vs processes and processes vs ISO 9001:2015
10. Process Objectives functional wise.

C) Quality System Procedure (Function Wise):

1. Purpose of procedure manual
2. Scope of procedure manual
3. ISO 9001:2015 Reference procedure wise
4. Definition/Acronym procedure wise
5. Process/Functional Objectives
6. Functional Chart

7. Job Responsibility of people belong to respective function
8. Process Flow of each function
9. Quality Records of each function

Functions : Sales & Marketing, Design & Development, Purchase, Production, Quality, Storage, Training, Internal Quality Audit, Management Review, Control of Documents and Records, Corrective and Preventive Action.

D) Formats/Records :

Relevant Formats pertaining to all functions viz, Sales & Marketing, Design & Development, Purchase, Production, Quality, Maintenance of Machinery, Calibration of Measuring Instruments, Storage, Training, Internal Quality Audit, Management Review, Control of Documents and Quality Records, Corrective and Preventive Action, Customer Satisfaction, Handling of Customer Complaints etc.

PHASE III TRAINING & IMPLEMENTATION PHASE

- ISO 9001:2015 awareness Training for management, staff
- Internal Quality Auditors Training

IMPLEMENTATION OF QUALITY MANAGEMENT SYSTEMS

Guidance to Implementation of :

- Quality System Procedures
- Quality Manual
- Standard Operating Procedures (SOPs),
- Quality Records

Implementation Period : On an average Two Months

Would be involved through out the ISO 9001:2015 project implementation.

PHASE IV INTERNAL QUALITY AUDITS & CORRECTIVE ACTION

1. INTERNAL QUALITY AUDITS

Process and implementation Systems

- One Exhaustive Audit by us
- One audit with the your trained internal auditors

2. CORRECTIVE ACTIONS

Guidance to corrective actions of

- Non conformance raised in the internal audits
- Amendments in the manuals and systems
- Compliance with ISO 9001:2015 Documented Quality Systems requirements.

PHASE V CERTIFICATION AUDIT BY CERTIFYING BODY

TOTAL PROJECT DURATION : 2 / 2.5 months (Approx.)

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Proper Implementation of ISO 9001:2015 in your organization will lead to :

1. A laid down/ Documented Company's Quality Management Systems leading to streamlining of your organization's activities
2. Defined Roles Responsibility of Employees bringing clarity
3. Increase in customer confidence with better control on your services and prompt resolving of customer complaints
4. Enhanced company Image in the Domestic & Global market and your own community by adopting ISO 9001:2015 International Quality Standard
5. Increase in operational efficiency within the organization
6. Setting of measurable targets/objectives at functional level and individual level leads to continual improvement
7. Cycle time reduction of your operations
8. Ensuring better communication among different locations
9. Greater monitoring of your suppliers
10. Continuous Checks in all the operational stages
11. Emphasis on customer satisfaction & customer focus (Important requirement of ISO)
12. Greater emphasis on Handling client complaints, analysis on occurrence of nature of complaints leading to opportunity to improve further
13. Complete control of operations through regular internal quality audit and management review
14. Ensuring of important Data/Documents (hard cope/soft copy) protection, back up
15. Emphasis on corrective action and preventive actions on problems occurred and potential problems ((Important requirement of ISO)
16. Need to show continual improvement in your processes at frequent intervals (Important requirement of ISO)
17. Employee feedback in terms of suggestions, issues to be resolved etc.
18. Control of wastes/losses of power, Stationery, human resources, infrastructure etc.
19. ISO 9001 system leads towards Total Quality Management (TQM) and Six Sigma
20. and much more....