



# Demystifying ISO 9001:2015



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# OUR PURPOSE

IS TO HELP CUSTOMERS DELIVER PRODUCTS THE WORLD CAN

TRUST

NQA is a world leading certification body with global operations.

NQA specialises in certification in high technology and engineering sectors.



AMERICA'S  
**No. 1**

Certification body in aerospace sector

**Top 3**  
IN THE UK

ISO 9001  
ISO 14001  
ISO 45001  
ISO 27001

LONDON

BOSTON

BANGALORE

CHINA'S  
**No. 1**

Certification body in automotive sector

SHANGHAI

GLOBAL  
**No. 1**

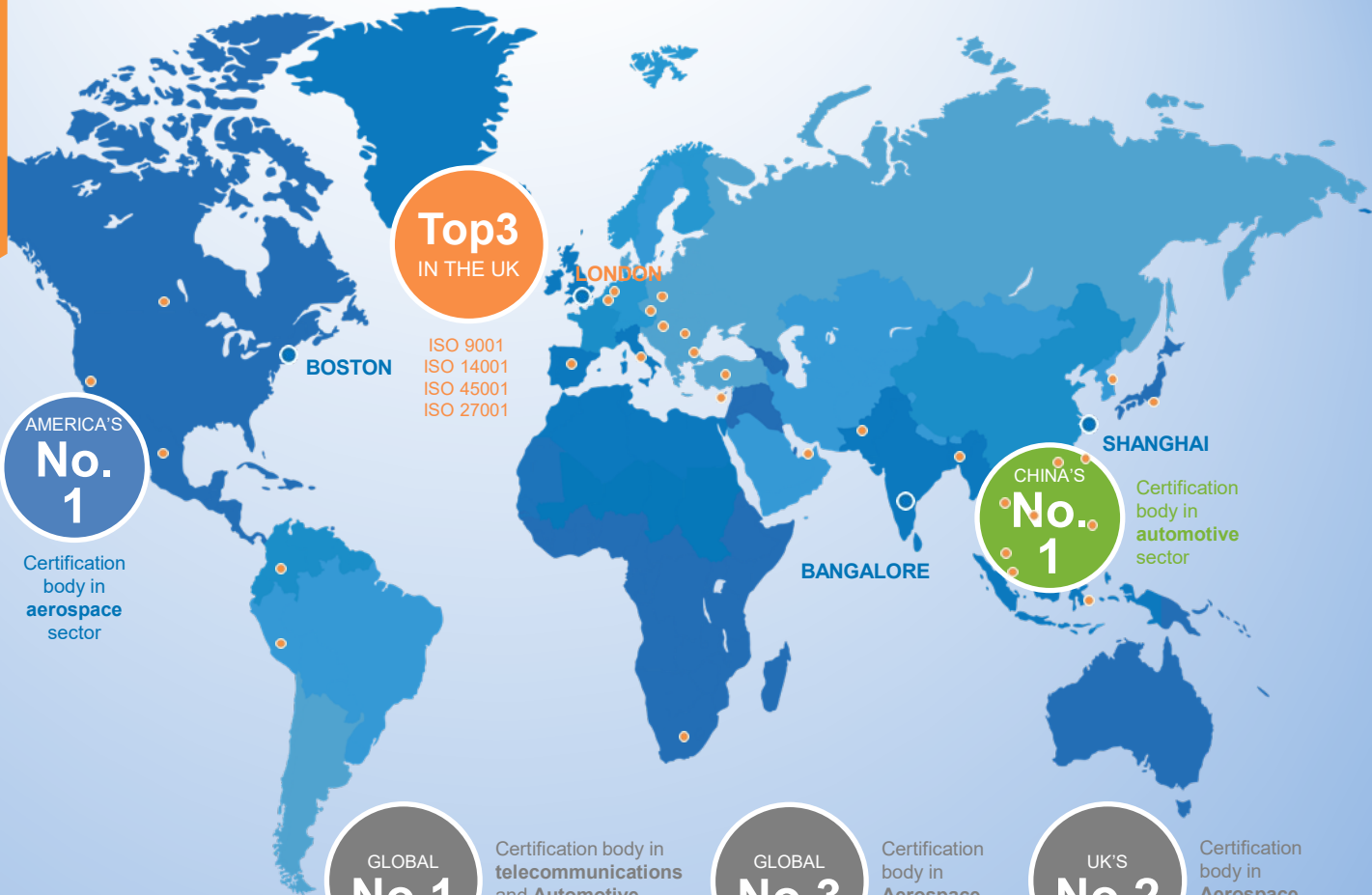
Certification body in telecommunications and Automotive sector

GLOBAL  
**No. 3**

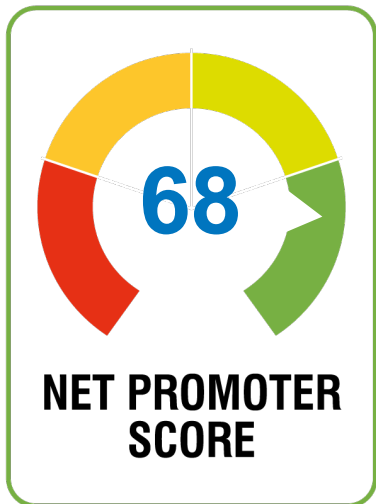
Certification body in Aerospace sector

UK'S  
**No. 2**

Certification body in Aerospace sector



# OUR PROMISE TO YOU



## NQA'S EXPERIENCE PROMISE



We promise to update you on industry changes



We promise our experience will add value to your audit schedule



We promise to ensure your certification remains flexible to your business



We will ensure all fees are all inclusive



We will ensure our auditors are technically competent for your industry



We will deliver excellent customer service



We will provide added value through our audits and reports



We will provide access to a customer portal

“ Consolidating our key management systems with NQA has allowed our SME business to reinforce our foundations, ensuring we strive to improve our multisite operational effectiveness and build a reputation that services our clients' requirements whilst maintaining a flexible and adaptive approach. ”

**Stor-A-File**



NEVER STOP IMPROVING

## WEBINAR OBJECTIVES

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- Learn how to explain ISO 9001:2015 to employees
- Methodologies in engagement for employees

“Whether it's the best of times or the worst of times, it's the only time we've got”

Art Buchwald

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# What is quality management?

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ISO 9000:2015

## 3.6.2

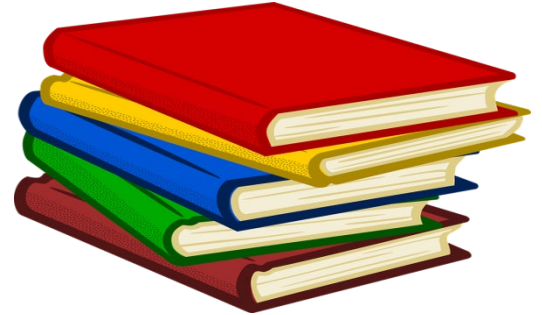
### Quality

degree to which a set of inherent *characteristics* (of an *object* fulfils *requirements*

## 3.3.3

### management

coordinated activities to direct and control an *organization*



# I want to translate this into real life

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“degree to which a set of inherent *characteristics* (of an *object*) fulfils *requirements*”

**A characteristic is defined as the following in ISO 9000:2015**

- a) physical (e.g. mechanical, electrical, chemical or biological characteristics);
- b) sensory (e.g. related to smell, touch, taste, sight, hearing);
- c) behavioural (e.g. courtesy, honesty, veracity);
- d) temporal (e.g. punctuality, reliability, availability, continuity);
- e) ergonomic (e.g. physiological characteristic, or related to human safety);
- f) functional (e.g. maximum speed of an aircraft).

**An object is defined as**

Entity, item, anything perceivable or conceivable

**Requirement is defined as**

need or expectation that is stated, generally implied or obligatory

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# I want to translate this into real life

You interact with these everyday no matter what industry, sector, job role, home or premise based, because you are part of a functioning home!

Characteristic	Object (Normal life)
Physical (mechanical etc)	Hoover, washing machine, power tool
Sensory (touch, smell, taste)	Cooking and cleaning
Behavioural (Courtesy, honesty)	Every relationship inc. family, friends
Temporal (punctuality, reliability)	School run, dentist/doctors, meeting friends
Ergonomic (e.g. physiological characteristic, or related to human safety)	A bed, choosing a car, desk for homework
functional (e.g. maximum speed of an aircraft).	Choosing a car, cooker, replacing a boiler, new laptop



# I want to translate this into real life

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Looking at it again:

Hoover, washing machine, power tool  
Cooking and cleaning  
Every relationship inc family, friends  
School run, dentist/doctors, meeting friends  
A bed, choosing a car, desk for homework  
Choosing a car, cooker, replacing a boiler, new laptop

All who enter your home are an interested party and there is an implied obligation that: you would have clean clothes on, make a brew in clean mug, be honest if you are running behind, provide comfortable seating and have confidence your boiler is serviced and not putting anyone at risk.

**EVERYONE IS OPERATING A QUALITY MANAGEMENT SYSTEM THEY JUST DO NOT KNOW IT 😊**

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# How does this help the workplace?

Nothing different is being expected of you if we accept that it is a set of tasks that you get paid for, and your interactions with people will be different to at home.

Employees often misunderstand that everything is down to process, a simple input and output.

Input	Task	Output	9001
Shopping list	Establish what is required and where to get it from	Stock is replenished	Internal audit, Resources, organisational knowledge, control of externally provided processes, products and services, information for external providers

# Sticking with this example

Input	Task	Output	9001
Shopping list	Establish what is required and where to get it from	Stock is replenished	Internal audit, Resources, organisational knowledge, control of externally provided processes, products and services, information for external providers

**Imagine:** You have provided a shopping list for a household member. On the list is “Jude’s Luxury Shower gel” and they return with “Jude’s Average, Great Smelling Shower Gel”

**The shopper did not know** that you are allergic to something in the average gel and hence needed the luxury.

In ISO this could be a non-conformance, it doesn’t mean the shopper did anything wrong, it means there was something missing from the process – THIS IS HOW WORK PROCESSES SHOULD VIEWED!



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# EXAMPLE

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- The containment action maybe you take the shower gel back
- You might talk about how this came about – Root cause
- You might decide to give a list of alternatives for the future, so it does not happen again

**All of this is non-conformance management and improvement in ISO.**

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# WHY Doesn't this naturally translate?



# WHAT CAN YOU DO?

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Prepare people with a thorough internal audit

Own the Audit

Lead with positivity

Relate process back to real life so people can understand

Support process improvement and praising people

Treat audits as a chance to show off

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# CONCLUSION

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- It is not uncommon for people to not be sure about management systems – this can be fixed
  - Auditors often raise findings – this is not the end of the world; it is a chance to improve
  - By involving people in processes and allowing them to understand the WHY, you will have a significantly better chance of adherence
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# Q&A





# THANK YOU

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