

An Overview to ISO 9001

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PRESENTER INFORMATION

Claire Harling
Regional Assessor



KEY INFORMATION

- Experienced Lead Auditor in ISO 9001:2015, ISO 14001:2015, ISO 45001:2018, ISO 50001:2018 & SSIP
- Currently training for ISO 14065, ISO 14068 & PAS 2080 – Carbon Accounting
- 22 years experience within the UK Manufacturing Sector.

ISO 9001:2015 – How to Demystify Expectations

KEY POINTS:

- Why have an ISO?
- How is Quality viewed?
- It's difficult/hard to do/implement
- No one really wants to do it



KEY POINTS – As a New System

- What do you want your management system to show clients/customers?
 - Does it have to be complicated?
 - Are we already meeting the points/clauses of the standard?
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KEY POINTS – As an Existing System

- Does your management system still show your customers how good you are?
 - When I conduct audits & document review, do I have to make it more complicated or easier for my company?
 - Are we already meeting the points/clauses of the standard?
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Clause 4 – Context

Clause 5 – Leadership

Clause 6 – Planning

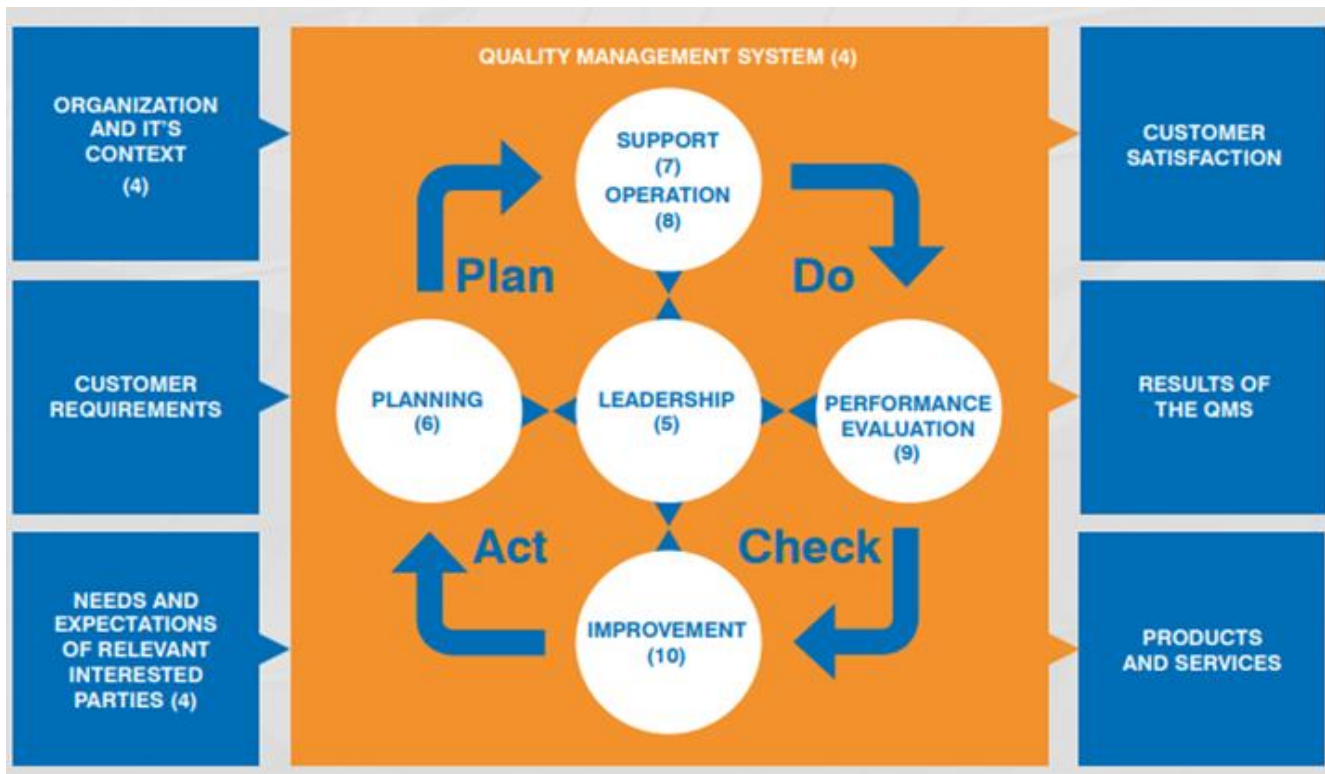
Clause 7 – Support

Clause 8 – Operations

Clause 9 – Performance Evaluation

Clause 10 – Improvement

Clauses – PDCA Cycle



Core Benefits - Examples

Clause 6 – Planning – Sub-Clause 6.3 – Planning of Changes

Clause 8 – Operations

Clause 9 – Performance Evaluation

Clause 10 – Improvement

Perceived Negatives

- 1) This is going to be too time consuming!
 - 2) We don't have enough employees to monitor this!
 - 3) How are we going to monitor this?
 - 4) Investigations are too difficult to complete, if its wrong, its wrong
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Perceived Positives

- 1) Attaching a certificate to a tender application is going to be so much simpler than all of those documents.
 - 2) We're already doing most of this as part of our daily duties
 - 3) Our inspections are just like internal audits when we're making a product.
 - 4) Using a common standard means our clients know we strive to improve.
 - 5) Larger companies & governmental departments eg. DoT, require any potential supplier to hold ISO certification.
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Potential Pitfalls

- 1) Not realising the importance of checking - checklists during production. Internal audits are a check on what you are doing. These can be procedural audits or process audits aka vertical audits.
 - 2) Not realising that recording meetings, changes to processes, tweaks to a system can help you not hinder you.
 - 3) Understanding that approval lists can make a task easier for example approved suppliers – removing a company from the list, enables you to record bad service, sub-standard products (if you have specifications), wrong products being delivered, etc.
 - 4) Management review – this part of the standard is possibly the only prescriptive clause – it gives you the topics for the meeting
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- ISO 9001:2015 is not as complicated as it initially seems
 - The 2015 version is more user friendly than previous versions – ISO wanted it to be more encompassing and to enable smaller companies the belief that they could get certification. Although the new version is to be issued in September 2025.
 - It is possible to keep it simple, there is no need to over complicate things.
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SUMMARY OF LEARNINGS

- What are the Core Benefits of ISO 9001:2015
 - Approved Suppliers - understanding that just because you have always used a particular supplier this may not be the best for the business.
 - Tender Applications – most business sectors have a tender application process that they use to determine who their list of top suppliers are.
 - Formalising the existing system – you were already addressing the clauses of the standard but just had not had either an internal or external check (audit) to illustrate that you were.
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TRAINING

NQA ISO 9001:2015 E-Learning Essentials Course

NQA ISO 9001:2015 Introduction Course (One-Day Tutor-Led)

NQA ISO 9001:2015 Internal Auditor Course (One-Day or Two-Day Tutor-Led)

CQI & IRCA NQA ISO 9001:2015 Lead Auditor Course (Five-Day Tutor-Led)

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