

QUALITY MANAGEMENT SYSTEM ISO 9001 : 2008

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There is no one best way to proceed with the implementation of a management system and there is no one system that is applicable to every organisation.



The ISO 9000 Series

Quality Management Systems

ISO 9000 - Fundamentals and Vocabulary

ISO 9001 - Requirements

ISO 9004 - Guidelines for Performance Improvements

(plus technical reports as required)



The ISO 9001 Changes

Changes Background

- * Clarity the requirements
- * Compatibility with ISO 14001:2004



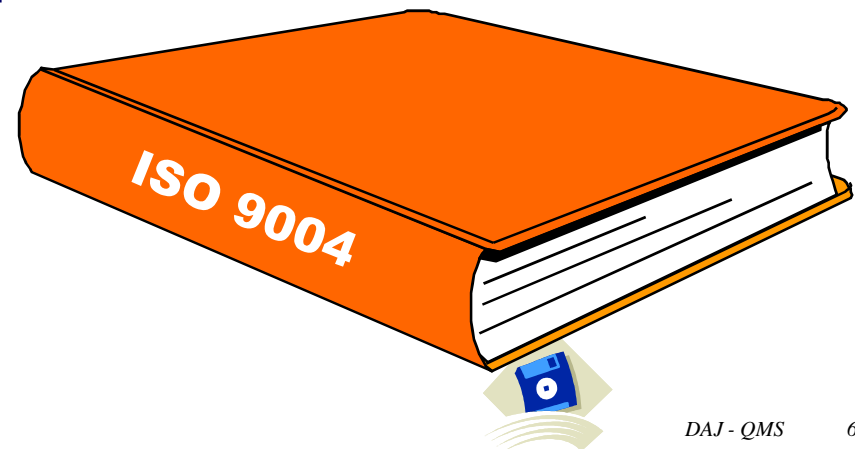
ISO 9004:2000 - Scope

beyond the requirements given in ISO 9001 in order to consider both the **effectiveness** and **efficiency** of a quality management system, and consequently the potential for **improvement** of the performance of an organisation.



The Role for ISO 9004 is:

1. Based on eight quality management principles
2. To achieve benefits for all interested parties
3. Towards "performance improvement"
4. Not a guide to ISO 9001



Potential Interested Parties



The Quality Management Principles

1. Customer focussed organisation
2. Leadership
3. Involvement of people
4. Process approach
5. System approach to management
6. Continual improvement
7. Factual approach to decision making
8. Mutually beneficial supplier relationships



ISO 9001:2008 Contents

4. Quality Management System
5. Management Responsibility
6. Resource Management
7. Product Realisation
8. Measurement, Analysis & Improvement

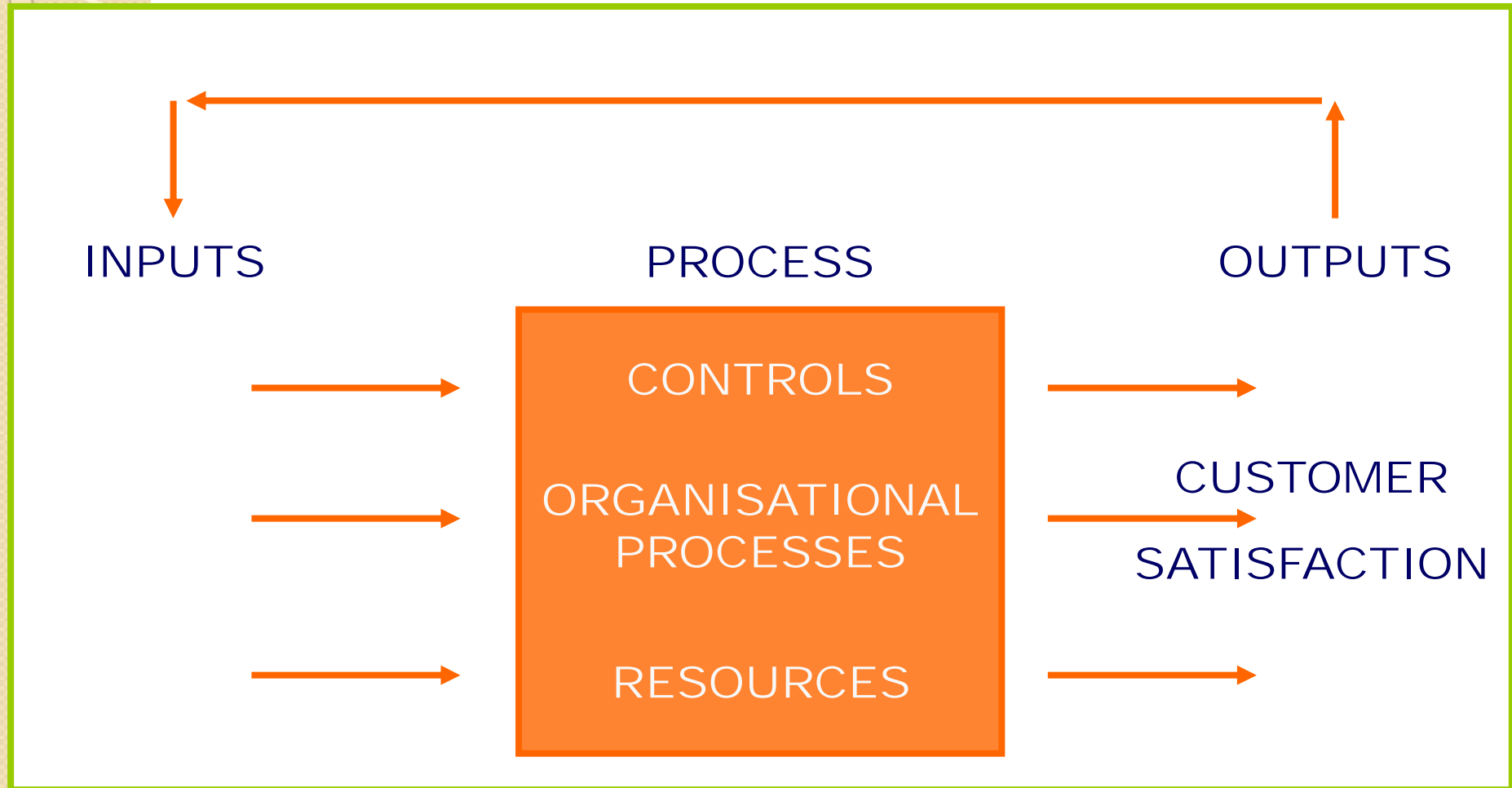


Introduction

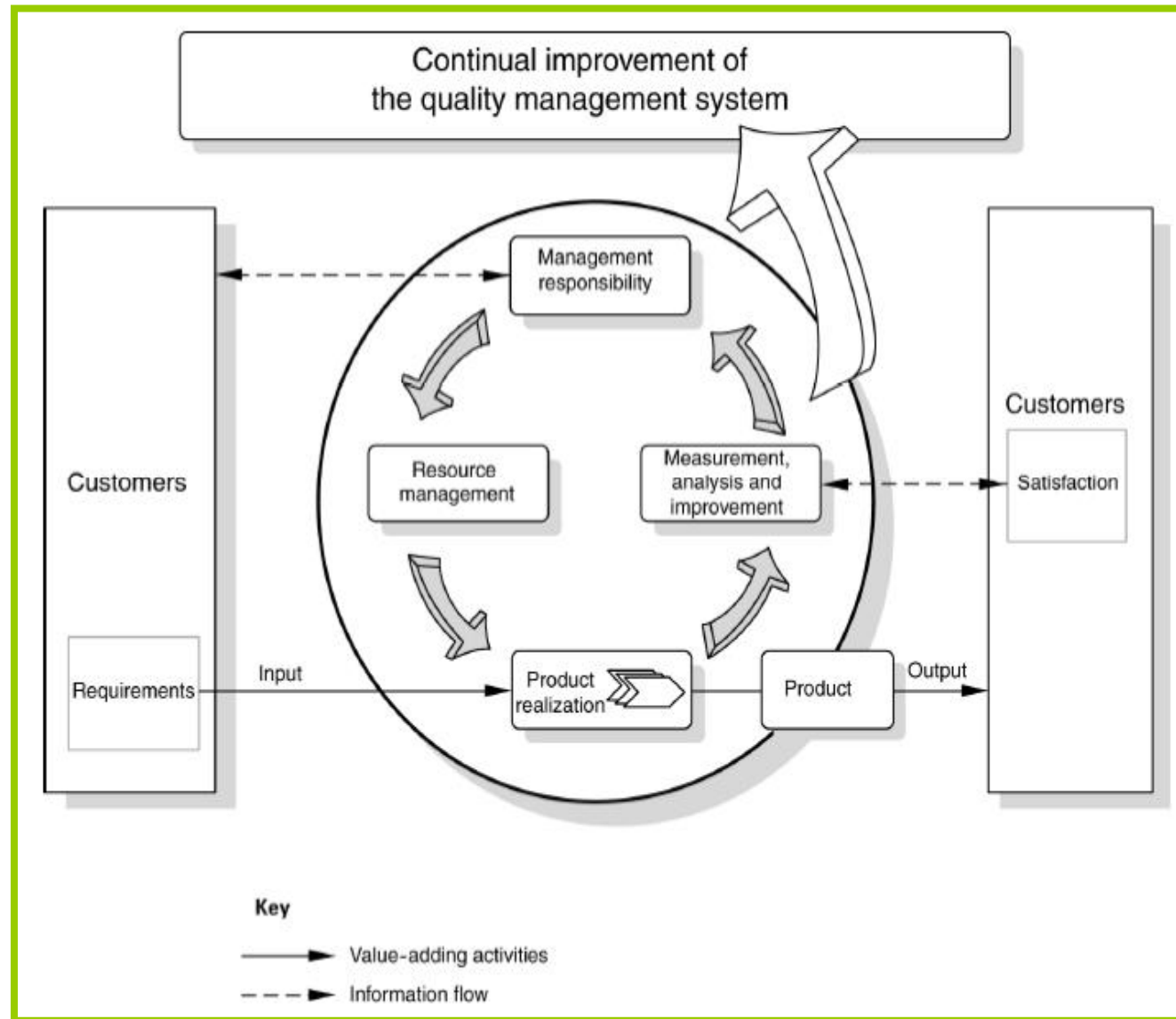
- ◆ requirements for a QMS to address customer satisfaction
- ◆ encourages adoption of a process approach
- ◆ consistent pair of QM standards



A Process Approach to Management



Process Model ISO 9001:2008



Scope of ISO 9001:2008

- ❖ Demonstrate ability to consistently meet customer and regulatory requirements; and
- ❖ Enhance customer satisfaction through application of the system and continually improve the system.



Scope

- ◆ generic and applicable to all industries
- ◆ exclusions permitted (Application)
- ◆ exclusions detailed in quality manual
(Section 7 only)



Compatibility with Other Management Systems

Many other management systems have features common to the ISO 9001:2008, including:

ISO 14001 - EMS

OHSAS 18000

ISO 31000 - Risk Management

