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## TOPIC - ISO 9001

**ISO 9001** is one of the ISO 9000 family of International Management Standards developed to provide a framework around which a quality management system can effectively be implemented.

Of the family, it is the 'standard' that defines **REQUIREMENTS**,

Fact - **ISO 9001** Can be applied to any business.

The current version is **ISO 9001:2000**

*[A revision to this is next due to be published in 2008/9, the previous version was 1994]*

The focus of this standard is on **Customer satisfaction, effective and efficient operations, Performance monitoring and continual improvement** - whilst ensuring you do address necessary **legal** compliance relevant to your business.

Typically to address this standard, you need to put in / have a **Management System** that is **tailored to your activities** and which is structured to satisfy the requirements of ISO 9000 + ISO 9001.

This must cover all aspects of your business, [excluding monetary aspects - but it does include purchasing of supplies / services], from initial Customer contact right through to delivery of services & related satisfaction. At SeH, **we can help you to...**

A/ [If you need this - usually voluntary but often customer driven...]

- ✓ **Understand what is required** and from that....
- ✓ **Design a system** that is unique to you & your activities / operations
- ✓ **Develop this system** into reality
- ✓ **Implement the system** i.e. put it into practice / daily use
- ✓ **Help you to manage it** & more importantly to get **maximum benefits** from it

B/ [For those of you already have ISO 9001.....]

- ✓ **Improve / Enhance** any existing system / arrangements
- ✓ Help you to manage it more **effectively**
- ✓ Help you to maintain it **efficiently**



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The first stage is usually to conduct a **gap analysis** to see what you already have or do that may already suit requirements. This decides how much help you actually need and identifies exactly what needs to be done. We then provide whatever help is necessary to get you there.

Our help can also involve working with the chosen Registration / Assessment Body. Such a body must hold UKAS approval for it to be valid / recognised by your customers.

Reference = A quality management system in accordance with ISO 9001:2000 will provide your organization with a set of processes that ensure a common sense approach to the management of your organization.

The system should ensure consistency and improvement of working practices, which in turn should provide products and services that meet customer's requirements.

ISO 9000 is the most commonly used international standard that provides a framework for an effective quality management system.

For those of you that want to more than just the 'basics', we can also help you with ISO 9004 = *Guidance for Performance Management*

**Derivatives** of this standard that we can also help with are....

- ✓ TL 9000 = Telecommunications Quality
- ✓ AS 9100 = Aerospace Quality
- ✓ TickIT = Software Quality