

SERVICE DESCRIPTION

ISO 9001



LexQ
Certifications
QUALIFYING QUALITY

ISO 9001

ISO 9001 - QUALITY MANAGEMENT

The ISO 9001 family addresses various aspects of quality management and contains some of ISO's best known standards. ISO 9001 is the world's most widely recognized Quality Management System (QMS). The standards provide guidance and tools for companies and organizations who want to ensure that their products and services consistently meet customer's requirements, and that quality is consistently improved and managed across all operations, and outlines ways to achieve, as well as benchmark, consistent performance and service.

WHAT IS ISO 9001:2015

ISO 9001:2015 sets out the criteria for a quality management system and is the only standard in the family that can be certified. It can be used by any organization, large or small, regardless of its field of activity. In fact, there are over one million companies and organizations in over 170 countries certified to ISO 9001.

This standard is based on a number of quality management principles including a strong customer focus, the motivation and implication of top management, the process approach and continual improvement. Using ISO 9001:2015 helps ensure that customers get consistent, good quality products and services, which in turn brings many business benefits.



ISO 9001

IS ISO 9001 RIGHT FOR ME?

Any organization can benefit from implementing ISO 9001:2015 as its requirements are underpinned by eight universal management principles:

- ◆ A Customer focused organization
- ◆ Leadership
- ◆ The involvement of people
- ◆ A systematic approach to management
- ◆ A factual approach to decision making
- ◆ Mutually beneficial supplier relations
- ◆ Continuous improvement

ISO 9001

THE NEW ISO 9001 STRUCTURE

The new standard expected in September 2015, will be based on Annex SL – the new high level structure (HLS) that brings a common framework to all management system standards. This helps to keep consistency, alignment different management system standards, offer matching sub-clauses against the top-level structure and apply common language across all standards.

The key changes in the proposed standard are:

- ◆ The emphasis on leadership
- ◆ The focus on risk management
- ◆ Emphasis on objectives measurement and change
- ◆ Communication and awareness
- ◆ Fewer prescriptive requirements

With the new standard in place, organizations will find it easier to incorporate their quality management system into the core business processes and gain greater business benefit.



ISO 9001

ISO 9001:2015 QUALITY MANAGEMENT SYSTEMS - FUNDAMENTALS AND VOCABULARY

ISO 9001:2015 describes the fundamental concepts and principles of quality management which are universally applicable to the following:

- ◆ Organizations seeking sustained success through the implementation of a quality management system;
- ◆ Customers seeking confidence in an organization's ability to consistently provide products and services conforming to their requirements;
- ◆ Organizations seeking confidence in their supply chain that their product and service requirements will be met;
- ◆ Organizations and interested parties seeking to improve communication through a common understanding of the vocabulary used in quality management;
- ◆ Organizations performing conformity assessments against the requirements of ISO 9001;
- ◆ Providers of training, assessment or advice in quality management;
- ◆ Developers of related standards.

ISO 9001:2015 specifies the terms and definitions that apply to all quality management and quality management system standards developed by ISO/TC 176.



ISO 9001

WHY IMPLEMENT ISO 9001:2015

All organizations must transition to the 2015 version by the end of 2018. The 2015 version represents the most up to date thinking and best practice in quality management and is recommended by LexQ.

My organization might choose ISO 9001:2015 because:

- ◆ We want to implement the current best practice and future proof our business systems.
- ◆ Having ISO 9001:2015 will demonstrate to my customers and stakeholders that I am up to date.
- ◆ We are integrating our quality management system with my environmental management system and would like to use Annex SL to make this process easier.

Benefits of the New Standard

Bringing Quality and Continuous Improvement in to the heart of your business

The revised standard will ensure that quality management is now completely integrated and aligned with the business strategies of your organization

Leadership

Greater involvement in the management system by the leadership team will ensure the whole organization will be motivated towards the organizations goals and objectives.



ISO 9001

Introduction of Risk & Opportunity Management

Reinforces use of the management system as a governance tool and will help identify business opportunities that contribute to bottom line improvements.

An Integrated Approach

With the new structure applicable to all new ISO management systems standards it will be much easier to implement multiple, integrated management systems.

THREE STEPS TO CERTIFICATION

Application for registration is made by completing the Quote Request Form for the desired standard. This form provides information about your organization so we can accurately define the scope of certification and the assessment duration.

Assessment is undertaken by LexQ against the specific requirements of your chosen Standard. This consists of two mandatory visits that form the Initial Certification Audit (explained below). Please note that you must be able to demonstrate that your management system has been fully operational for a minimum of three months and has been subject to a management review and full cycle of internal audits.

Certification is issued by LexQ on successful completion of the Stage 2 assessment. Certification is maintained through a program of annual surveillance audits and a three yearly recertification audit.



ISO 9001

INITIAL CERTIFICATION AUDIT

STAGE 1

The purpose of this audit is to confirm that your organization is ready for full assessment.

The assessor will:

- ◆ Confirm that the management system conforms to the requirements of the standard
 - ◆ Confirm its implementation status
 - ◆ Confirm the scope of certification
 - ◆ Check legislative compliance
 - ◆ Produce a report that identifies any non-compliance or opportunities for improvement and agree a corrective action plan if required
 - ◆ Produce an assessment plan and confirm a date for the Stage 2 assessment visit
- 

ISO 9001

STAGE 2

The purpose of this audit is to confirm that the management system fully conforms to the requirements of the chosen Standard in practice.

The assessor will:

- ◆ Undertake sample audits of the processes and activities defined in the scope of certification.
- ◆ Document how the system complies with the standard by using objective evidence.
- ◆ Report any non-compliances or opportunities for improvement.
- ◆ Produce a surveillance plan and agree a date for the first annual surveillance visit.

If the assessor identifies any major non-conformances, certification cannot be issued until correction and corrective action is taken and verified. Accreditation requirements stipulate that if this is not completed within 6 months, then certification cannot be recommended without a further stage 2 assessment.



ISO 9001

SURVEILLANCE AUDIT

Surveillance audits are undertaken periodically to ensure that compliance to the chosen Standard is maintained throughout the three year certification cycle.

The frequency and duration of surveillance is dependent on factors including:

- ◆ Size and structure of organization.
- ◆ Complexity and risk of activities
- ◆ Number of management systems standards included in the scope of certification