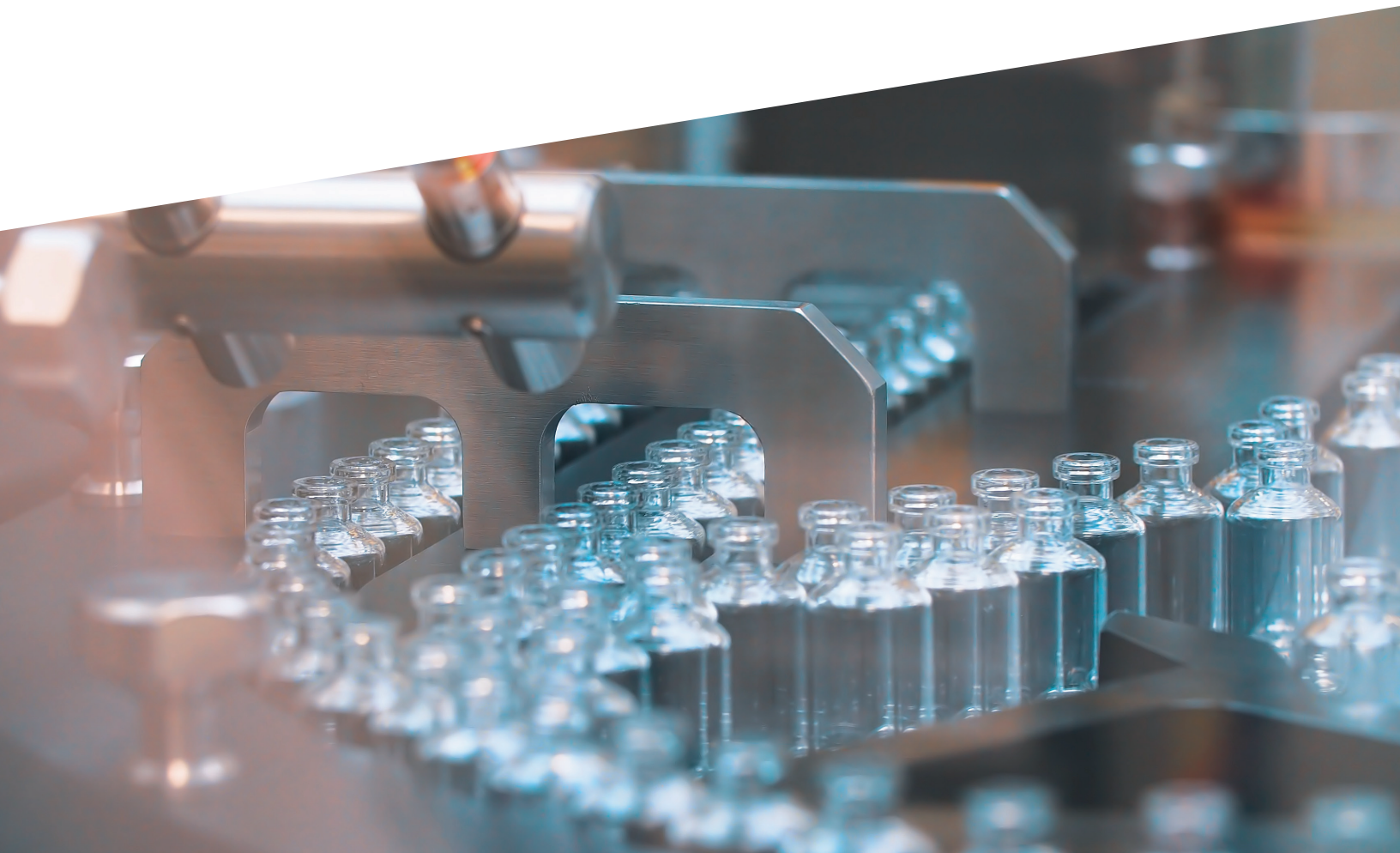# ISO 9001: APPROACHING AND IMPLEMENTING QUALITY MANAGEMENT STANDARDS

Drive operational excellence and customer satisfaction

INTRODUCTION

ISO 9001 is a standard that sets out the requirements for a quality management system (QMS). These standards are one of ISO's most well known and most followed. It helps organizations and businesses improve products, services, customer satisfaction, environmental and organization objectives, and comply with applicable regulations while driving continuous improvement.

WHAT'S INSIDE

7 QUALITY MANAGEMENT PRINCIPLES

ISO 9001 builds on seven quality management principles. Follow these principles to ensure organization or business value for customers. Firmly following these pillars will make implementing a quality management system much easier.

1. CUSTOMER FOCUS
Meeting and exceeding customer needs is the primary focus of quality management and contributes to long-term enterprise success.

2. LEADERSHIP
A unified direction or mission that comes from strong leadership ensures that everyone in the organization understands what you are trying to achieve.

3. ENGAGEMENT OF PEOPLE
Creating value for your customers will be easier if you have competent, empowered and engaged people at all levels of your business or organization

4. PROCESS APPROACH
Understanding activities as processes that function as a system helps achieve consistent and predictable results team wide.

5. IMPROVEMENT
Successful organizations have an ongoing focus on improvement. Reacting to changes in internal and external environments is necessary to continue to deliver value for your customers.

6. EVIDENCE-BASED DECISION MAKING
Decisions based on data analysis and evaluation is more likely to produce the desired result.

7. RELATIONSHIP MANAGEMENT
Identifying the important relationships you have with interested parties such and establishing a plan to manage them will drive sustained success.

KEY FACTS & BENEFITS OF ISO 9001

- ISO 9001 is a generic standard, meaning the same standards apply to any size organization no matter the product or service

- 85% of certified companies report numerous benefits, such as a higher demand for products & services

- 1.1 million companies & organizations worldwide in over 178 countries are ISO 9001 certified

- ISO 9001-certified organizations are more competent & paid 7% more on average

- There are nearly 2,000 individual ISO standards

HOW TO GET STARTED WITH CERTIFICAITON

When a company decides to implement ISO quality standards, they often decide to become registered or certified by an accredited organization.

What is registration? In North America, the term registration is most commonly used, while in the rest of the world it is usually called "certification."

What is certification? Certification means that an independent, external body has audited an organization's management system and verified that it conforms to the requirements specified in the standard.

Accreditation: In order for organization to receive certification and have QMS audits performed, they need to have an audit performed by an official certification body with a license.

Certification is not a requirement: ISO does not approve or carry out accreditations, but certified organizations receive several benefits.

Passing an Audit: ensure ISO certification and continuous quality improvements with quality management software.

HOW BENCHMARK GENSUITE® CAN HELP: QUALITY MANAGEMENT MATRIX

The ISO 9001 standard is made up of several sections, each concentrating on the requirements involved in different aspects of a Quality Management System. The following matrix illustrates Gensuite QMS solutions that can be utilized to meet and maintain specific parts of ISO 9001 and gain certification.

ISO 9001 Sections	ISO 9001 Requirements	Benchmark Gensuite® QMS Solution
Section 0-3	Introduction & scope	Doc Manager
Section 4	Context of organization	Doc Manager
Section 5	Leadership 5.1 Leadership & commitment 5.2 Policy 5.3 Organizational roles, responsibilities & authorities	Doc Manager
Section 6	Planning 6.1 Actions to address risks & opportunities 6.2 Quality objectives & plans to achieve 6.3 Planning of changes	Action Tracking System Quality Framework MOC Manager
Section 7	Support 7.1 Resources 7.2 Competence 7.3 Awareness 7.4 Communication 7.5 Documented information	Training Tracker Action Tracking System Compliance Calendar Doc Manager
Section 8	Operation 8.3 Release of products & services 8.4 Control of nonconforming outputs 8.5 Operational planning & control 8.6 Requirements for products & services 8.7 Design & development of products & services	Action Tracking System Quality Concern Reporting Quality Escapes Reporting Inspection Tool MOC Manager
Section 9	Performance evaluation 9.1 Monitoring, measurement, analysis & evaluation 9.2 Internal audit 9.3 Management review	Training Tracker Action Tracking System Compliance Calendar Doc Manager
Section 10	Improvement 10.1 General 10.2 Nonconformity & corrective action 10.3 Continuous improvement	Action Tracking System Quality Escapes Reporting Continuous Improvement

INTEGRATED QUALITY MANAGEMENT SOFTWARE

Benchmark Gensuite applications are part of an integrated quality software suite.

DOC MANAGER
Maintain quality management system documents in a central repository and integrate SOP references via Doc Manager integration with other Gensuite applications

COMPLIANCE CALENDAR
Schedule periodic/recurring tasks and obligations, assign responsibility with email notifications and intelligent escalations, and track and report status

ACTION TRACKING SYSTEM
Manage corrective action plans, responsibility assignment, notifications and escalations with real-time status/closure tracking, trending and data mining

QUALITY CONCERN REPORTING
Enable all employees to report concerns and complaints via a simple interface and escalate key issues that require additional investigation

QUALITY FRAMEWORK
Establish quality program expectations and an approach to achieving targets and goals to measure specific performance against program expectations across facilities

QUALITY ESCAPES REPORTING
Report and perform follow-up of product or service commitment defects, track product and customer details and integrate with other tools for additional analysis

TRAINING TRACKER
Simplify the management of employee and worker training requirements using a multi-tier training matrix and automatic tracking of qualification status

INSPECTION TOOL
Conduct mobile inspections using customized inspection checklists, establish an auditing routine and assign to managers in the facility

CONTINUOUS IMPROVEMENT
Perform detailed root cause analysis on identified issues & classify issues with failure and causal codes with corrective and preventative actions

CASE STUDY: PROVEN RISK & COMPLIANCE MANAGEMENT SOLUTION

Current Benchmark Gensuite Subscriber Maintaining Certification

SUBSCRIBER HIGHLIGHT
One Benchmark Gensuite subscriber uses the following applications to maintain ISO 9001 certification as customized under the Audit & Compliance product software offering:

• Action Tracking System
• Compliance Calendar
• Continuous Improvement
• Training Tracker
• Quality Framework

BUSINESS PROFILE
• 700+ locations globally
• Approximately 38,000 employees serving customers in 125+ countries
• Provides broad array of power, energy and water process technologies
• Over 27 billion in revenue annually

APPLICATION HIGHLIGHT: QUALITY FRAMEWORK

Section 6:1 – Planning: actions to address risks & opportunities

Level 1 - 6.1.1.2
Are mitigation and contingency plans developed and enacted to address the largest risk identified during the proposal development or scoping phase?

Self-Assessment Guidance:
Regardless of project type, some project risks are identified and evaluated to determine whether mitigation and/or contingency actions are needed.

- For risks needing mitigation or contingency plans, specific actions are identified and planned with clear ownership and timeliness.

Enter validation notes

○ Yes
○ No
○ Not Applicable
⊙ Under Evaluation

Better Together: EHSQ

Benchmark Gensuite offers proven IT solutions for Environmental, Health & Safety and quality risk management. These solutions allow companies and organizations to gain certification to both ISO 9001 and ISO 14001 – environmental management system standards.

BENCHMARK GENSUITE®

Request a demo of the Benchmark Gensuite Quality Management Solution:
www.benchmarkgensuite.com/contact-us