

# ISO 9001:2015

## BASIC TRAINING



# WHAT IS ISO?



## ISO - International Organization for Standardization

- ❖ Independent, Non-Governmental Organization ([NGO](#))
- ❖ Established in [1947](#), at Geneva – [Switzerland](#).
- ❖ Develops and Publishes - [International Standards](#) (ex: ISO 9001:2015; ISO 27001:2013).

# WHAT IS ISO 9001:2015?

## ISO 9001:2015 – Quality Management Systems (QMS)

- ❖ World's most commonly used **Standard. 9001** is the Standard. **2015** is the year of last revision of the standard.
- ❖ Helps Organizations to be **More Efficient and Improve Customer Satisfaction.**
- ❖ Helps to consistently provide **Products and Services** that meet **Customer and Regulatory Requirements.**
- ❖ Improves **Overall Performance** of an Organization.
- ❖ Suitable for Organizations of all **Types, Sizes and Sectors.**

# WHAT IS A QMS?

## QMS – Quality Management Systems

- ❖ Is a way of defining How an Organization can meet the **Requirements of its Customers and Stakeholders.**
- ❖ Is a way to **Continually Improve** a system.
- ❖ It doesn't specify what the objectives relating to "quality" or "meeting customer needs" should be, but requires **Organization To Define These Objectives** themselves and **Continually Improve their Processes In Order To Reach Them.**

QUALITY

- Standard of Anything.

MANAGEMENT

- Controlling Things.

SYSTEMS

- Principles/Procedures.

# BENEFITS OF ISO 9001:2015

## INTERNAL BENEFITS

- ❖ Increases **Efficiency**.
- ❖ Increases **Productivity**.
- ❖ Better **Internal Management**.
- ❖ Improves **Knowledge**.
- ❖ Reduces **Organizational Risks**.
- ❖ Increased **Brand Reputation**.
- ❖ Increased **Customer Retention**.
- ❖ **Happy & Engaged** Employees.

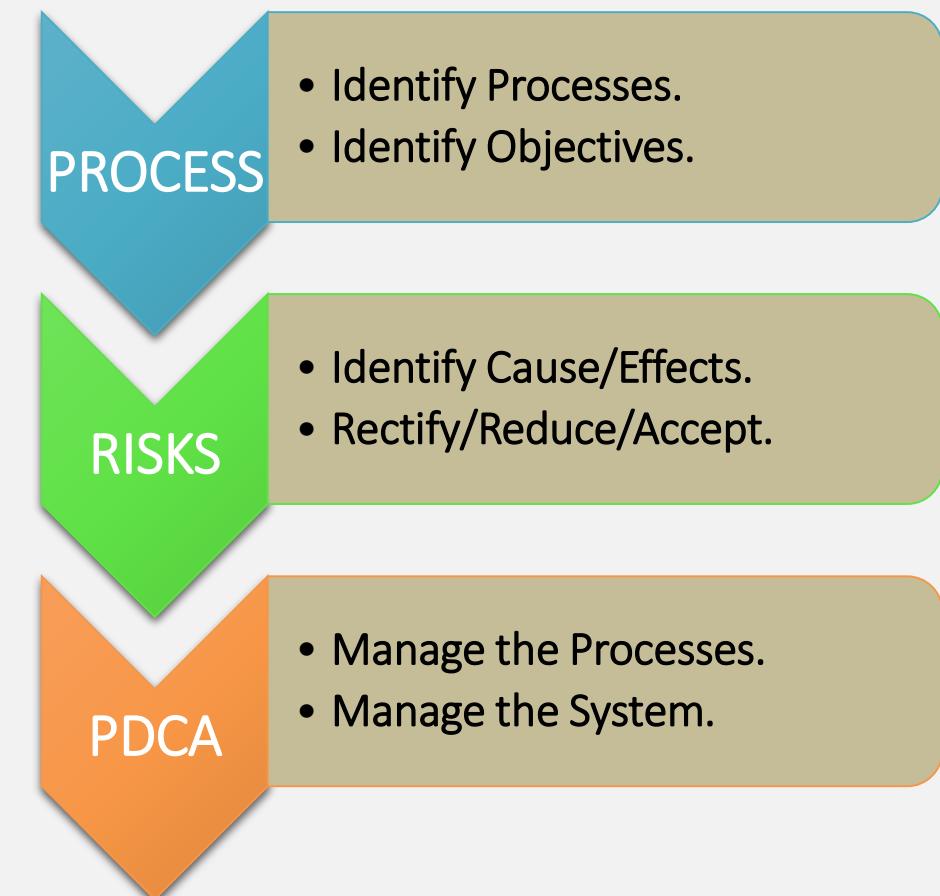
## EXTERNAL BENEFITS

- ❖ Improved **Quality** of services.
- ❖ Better **Communication/Reporting**.
- ❖ Reliable **Delivery Schedule**.
- ❖ Improved **Customer Support**.
- ❖ Meet **Statutory Requirements**.
- ❖ Meet **Regulatory Requirements**.
- ❖ Global **Recognition**.
- ❖ Competitive **Advantage**.

# CORE CONCEPTS OF ISO 9001:2015

## PROCESS, RISKS & MANAGING THE PROCESS

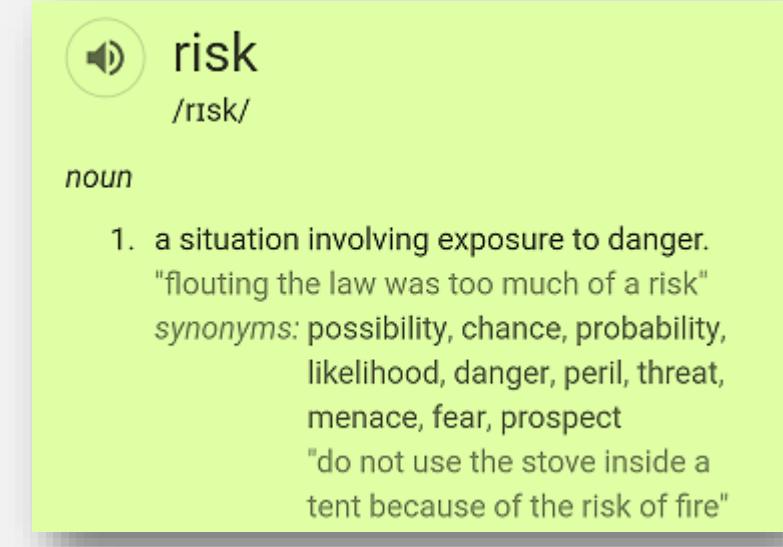
- ❖ First identify the Core **Processes** needed to achieve the **Planned Results**.
- ❖ Continually monitor **Risks** (Risk-Based-Thinking).
- ❖ **Manage** the Process/System using **PDCA**.



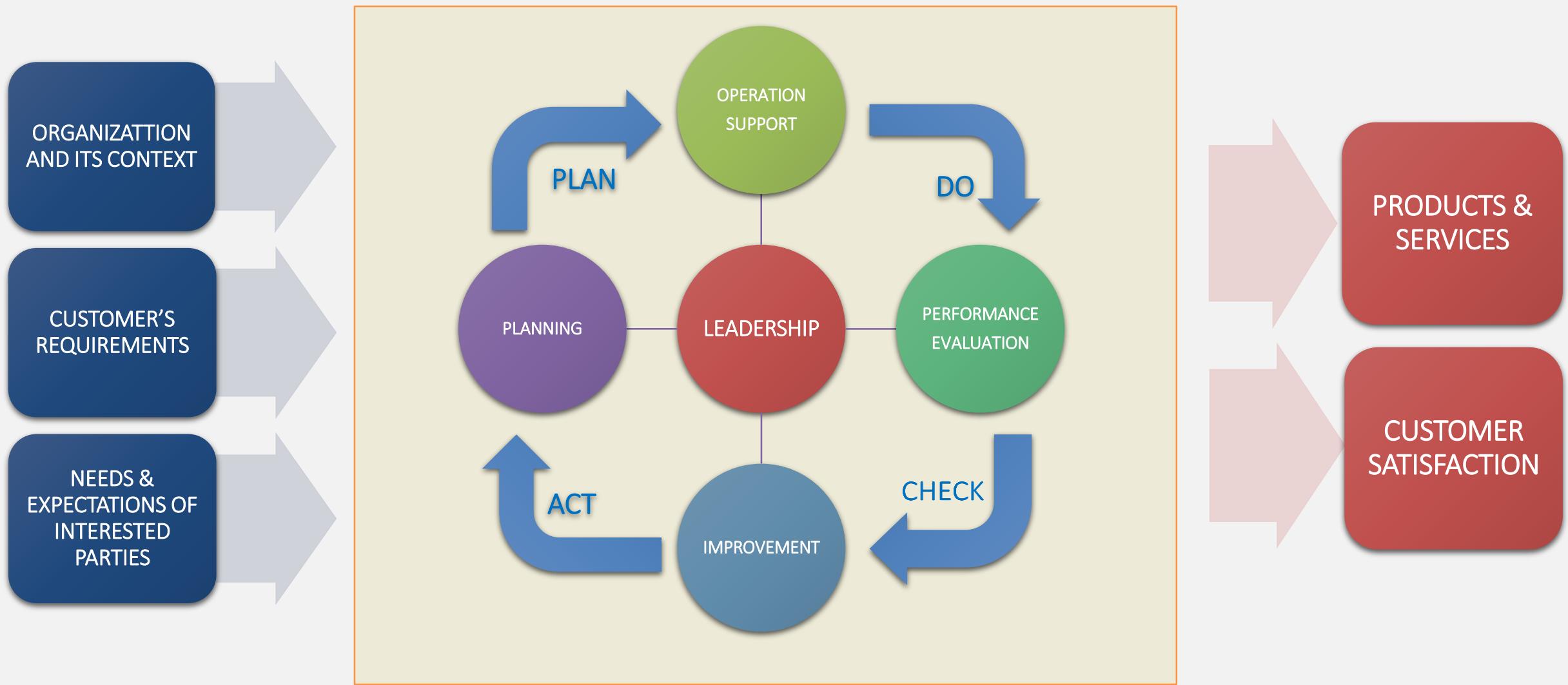
# WHAT IS RISK BASED THINKING?

## RISK ANALYSIS, MANAGEMENT & TREATMENT

- ❖ **Identify the Risks:** that the business is exposed to in its operating environment.
- ❖ **Analyze the Risks:** find the scope of the risk, how many processes are being harmed.
- ❖ **Evaluate the Risks:** rank and prioritize the risk based on how severely it affects the process/organization.
- ❖ **Treat the Risks:** by either eliminating or containing the risks.
- ❖ **Monitor the Risks:** keep a close watch on the identified risks, especially market and environmental risks.



# PDCA CYCLE (PLAN-DO-CHECK-ACT)



# RECAP

- ISO is **International Organization for Standardization**. Operational in **1947** at Geneva, Switzerland.
- ISO **9001:2015 – Quality Management System** is world's most commonly used Standard.
- Core concept of ISO 9001:2015 is based on – **Process, Risks** and **Management** (PDCA).
- Risks need to be **Identified, Analyzed, Evaluated, Treated** and **Monitored**.
- Complete ISO 9001:2015 revolves around PDCA Cycle: **Plan-Do-Check-Act**.
- Internal benefits include increase in **Efficiency, Productivity, Reputation, Knowledge** and **Customer Retention**.
- External benefits include better **Quality of Services**, improved **Communication**, reliable **Delivery Schedules** and **Statutory & Regulatory Compliance**.

# Thank You!

