

Sri Lanka Institute of Information Technology

**Report on ISO 9001:2015 Implementation for an Organization**

**(Toolkit for a standard)**

**Individual Assignment**

IE3102-Enterprise Standards for Information Security

Submitted by:

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* **WHAT IS ISO 9001?**

ISO 9001 is the internationally recognized standard for Quality Management. Used by over 1 million companies; it was created to give organizations the tools they need to win more business, reduce costs, and improve productivity. ISO 9001 certification also provides your customers with assurance that they will receive consistent, quality products and services.

ISO 9001 contains a set of Quality Principles, which include:

* + Customer focus
  + Leadership
  + Engagement of people
  + Process approach
  + Continual improvement
  + Evidence-based decision making
  + Relationship management

Under ISO 9001 there are numerous processes and procedures a company would be expected to follow. For example, you are required to record your customers’ contact information and gather feedback during the customer journey which – you’re probably doing already. However, there are some processes and procedures which you may not be accustomed to, such as keeping an error log or implementing a final inspection procedure.

* **Importance of ISO9001:2015**

The ISO 9001:2015 Quality Management System specifies what your organization needs to do:

* To provide products and services that consistently meet customers’ needs
* To enhance customer satisfaction through a processes of continual improvement
* To ensure it conforms with all applicable statutory and regulatory requirements

**ISO 9001 IMPORTANCE FOR ORGANISATION**

1. **Increased efficiency** – Implement processes and procedures which are based on a quality focus.
2. **Increased revenue** – win more contracts and tenders, whilst streamlining your processes and identifying opportunities for cost savings.
3. **Greater employee morale** – by ensuring that all employees are working to one agenda you can reduce errors and increase productivity.
4. **International recognition** – recognized in approximately 188 countries, ISO 9001 can help you to access international trade.
5. **Factual approach to decision making** – ensure the business decisions you make are beneficial long term by basing them on facts.
6. **Better supplier relationships** – business has credibility through the reputation of ISO 9001, providing suppliers with greater confidence in what you do.
7. **Improved record keeping** – as with any management system, ISO 9001 ensures you document your processes from start to finish. Helping you to handle customer complaints and improve process efficiency.
8. **Improved customer satisfaction** – ensure you have a feedback system in place which will help you to understand your customers’ needs, identify areas for improvement and reduce wasted resources.

**ISO 9001 IMPORTANCE FOR CUSTOMERS**

1. **Improved quality of service** – this also comes with the benefit of increased on time delivery
2. **Reduced need for returns** – because issues are identified and resolved quicker, often without the customer knowing
3. **Assurance of service** – certification acts as proof that the organization provide consistent, reliable, and fit for purpose solutions
4. **Improved experience** – improving the relationship between customers/stakeholders and the organization will create a better customer experience and increase the chances of the customer returning in future.

* **clauses of ISO9001:2015**

1. scope

The scope of the 9001:2015 widespread is described on this section. In summary, the scope entails defining best control gadget necessities.

2. Normative References

ISO 9000:2015, which incorporates terminology and basics, is the assisting widespread cited in ISO 9001:2015 and is needed for its implementation. The 9000 collection is made from this and further assisting standards. This offers a higher know-how approximately the phrases used.

3. Terms and Definitions

References for higher know-how of phrases used.

4. Context of the organization

Understanding organizational background, desires and expectancies of applicable stakeholders. Determining the scope of the control gadget and the best control gadget and its processes.

5. Leadership

Company’s dedication to serving the patron and constructing a greater unswerving following through demonstrating management and dedication, and patron focus, Establishing and speaking the best coverage and organizing roles of authority and duty withinside the workplace.

6. Planning

Actions to deal with threat and possibilities, control gadget goals and plans to acquire them, and making plans for change.

7. Support

It is vital that a commercial enterprise has the right sources for absolutely each person who's involved, irrespective of in the event that they make purchases with the organization or visit paintings there every.

8. Operation

Include implementation and control, as nicely making plans, proof of controls, recognition standards and sources to deal with dangers and possibilities.

9. Performance evaluation

The size analysis, and development clause permit the organization private to step returned after executing their product or service (inner audits) and spot how the patron has reacted to those nice changes.

10. Improvement

ISO 9001:2015 necessities for clause 10 are primarily based totally round persistent development. Select possibilities for development, act in opposition to widespread violations, put into effect corrective moves as necessary, and always enhance your best control gadget.

**Plan-do-check-act**

Plan-Do-Check-Act is a technique method that manages techniques and structures to create a cycle of non-stop improvement. this allows corporations attain higher consumer delight and, consequently, better stages of consumer self-belief in an corporation's capabilities to satisfy consumer necessities.

**Plan** = The corporation determines the targets of the QMS and maps all techniques a good way to be inside its scope, offers all assets important for assembly consumer necessities and all inner and outside interests, and identifies and addresses all dangers and opportunities

**Do** = The corporation implements the QMS consistent with the parameters decided all through the making plans stage.

**Check** = The corporation measures the techniques and outputs in opposition to the targets and necessities

**Act** = The corporation implements treatments to accurate any deviations or inefficiencies and to enhance universal overall performance of the QMS.

References

1. R. Keen, “How Many Clauses Are In ISO 9001 (Hint - there are 10!),” *Iso-9001-checklist.co.uk*, 16-Aug-2018. [Online]. Available: https://www.iso-9001-checklist.co.uk/how-many-clauses-are-in-ISO-9001(hint-there-are-10).htm. [Accessed: 08-Oct-2021].
2. ISO 9001 Benefits[https://www.qmsuk.com/iso-standards/iso-9001/iso-9001-benefits#:~:text=By%20using%20ISO%209001%3A2015,high%20standard%20of%20service%20delivery.]
3. https://advisera.com/9001academy/what-is-iso-9001/