

ISO 9001:2015 (Quality Management System)

What is a QMS

- A quality management system (QMS) is a set of policies, processes and procedures required for planning and execution (production/development/service) in the core business area of an organization. (i.e. areas that can impact the organization's ability to meet customer requirements.) ISO 9001 is an example of a Quality Management System.
- Some people generically refer to the group of documents as a QMS, but specifically it refers to the entire system – the documents just describe it.

If an organization wishes themselves as "ISO 9001 Certified," this means the organization has met the requirements designated under ISO 9001. ISO 9001 requires organizations to define and follow a quality management system that is both appropriate and effective while also requiring them to identify areas for improvement and take action toward those improvements.

The most recent ISO 9001:2015 standard is constructed around seven quality management principles:

- **customer focus;**
- **leadership;**
- **engagement of people;**
- **process approach;**
- **improvement;**
- **evidence-based decision making;**
- **relationship management.**

ISO 9001:2015 describes for each part which requirements your products, services and organisation have to meet in order to enjoy the above benefits.

As a result, it's typically understood that an organization claiming ISO 9001 certification is an organization with products and services that meet quality standards.

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

Becoming certified to ISO 9001:2015 can provide many benefits, both for your organisation and your customers.

Benefits of ISO 9001 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** – recognised 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.
9. **Continuous improvement** – using non-conformity reporting and trend analysis, you can spot areas for improvement and stay ahead of the competition.

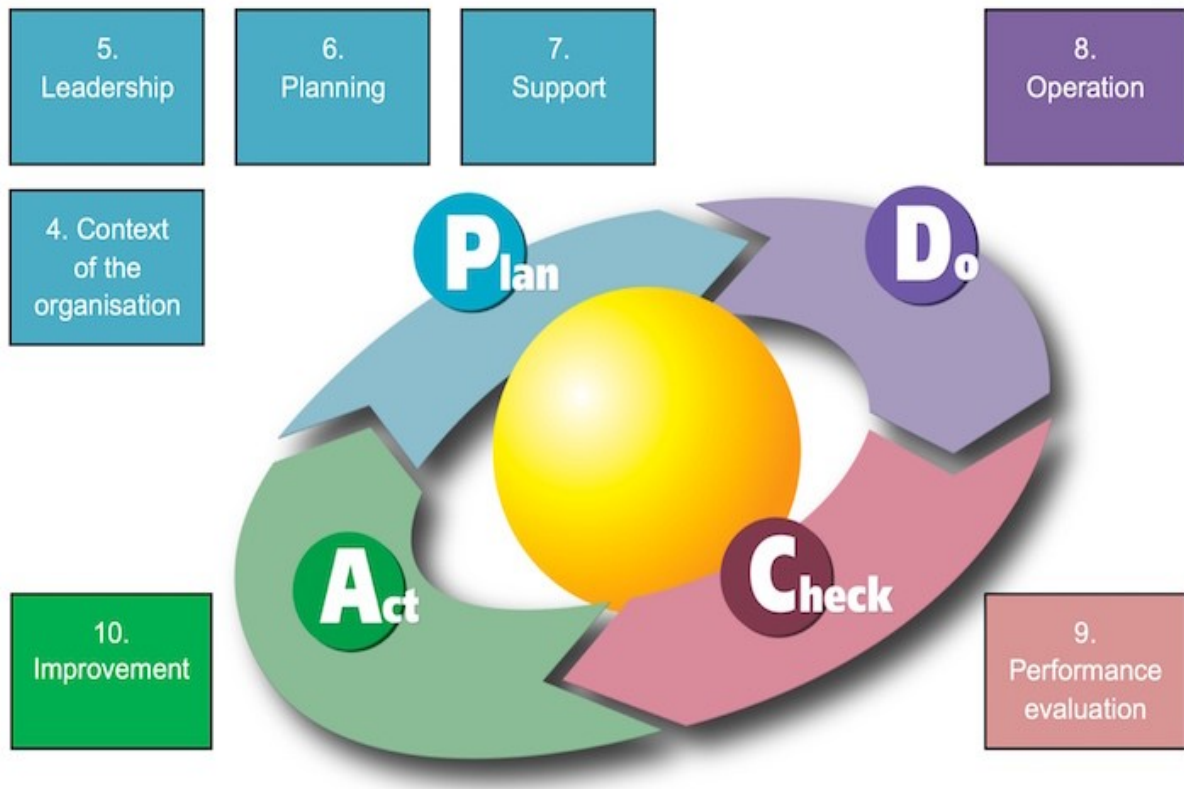
Benefits of ISO 9001 for customers:

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 organisation provide consistent, reliable and fit for purpose solutions
4. **Improved experience** – improving the relationship between customers/stakeholders and the organisation will create a better customer experience and increase the chances of the customer returning again in future.

ISO 9001:2015 Clause Structure

Section Number	Standard Sections
Section 1:	Scope
Section 2:	Normative References
Section 3:	Terms and Definitions
Section 4:	Context of the Organization
Section 5:	Leadership
Section 6:	Planning
Section 7:	Support
Section 8:	Operation
Section 9:	Performance Evaluation
Section 10:	Improvement

The first three clauses in ISO 9001:2015 are Introductory. The last seven clauses are arranged according to the PDCA cycle (Plan, Do, Check, Act). The following figure shows this.



PDCA CYCLE - PLAN DO CHECK ACT