

ISO 9001:2015 Quality Management System

Introduction

- ISO 9001:2015 certification has been in position for over a decade at once and is put upon by both customers and companies as a method of holding their quality.
- The standard offers a model to deal your business and assure a philosophy of continual improvement in all prospects of your business.
- Adoption of 9001:2015 helps improve overall performance and provide a sound basis for sustainable development initiatives.

Principles of 9001:2015

- Customer focus
- Leadership
- Engagement of people
- Process approach
- Improvement
- Evidence – based decision making
- Relationship management

Who uses ISO 9001:2015?

- ISO 9001 is used by a various range of organizations like multinational corporations to local community groups.
- The standard is the first interface of call for nearly all organizations, large/ small, public/private, that have determined to strengthen, streamline or inspect their management routines
- It can be exploited to concentrate improving performance in a specific performance in a specific department, plant or site. nonetheless., it is broadly most efficient when applied throughout an organization at every level.

Requirements of ISO 9001:2015

1. Categorized into 10 clauses: Clause 1 to 3 are the Scope, Normative references and Terms & definitions.
2. **Clause 4- Quality Management System:** to determine the issues , address risk and opportunities. Includes requirements for Quality manual, maintaining documented information
3. **Clause 5- Management responsibility:** Establishment of quality policy and quality objectives, promotion of customer focus, commitment to continual improvement
4. **Clause 6- Planning:** Establishment of quality objectives, achievement of quality objectives, actions to address risk and opportunities

Requirements of ISO 9001:2015 Contd

5. **Clause 7- Resource Management:** Provide resources needed for establishment, maintenance including infrastructure, people and working environment.
6. **Clause 8- Operation:** Determine requirements for products and services, review of the products and services, design and development, inputs, control of externally provided processes products and services, non- conforming outputs
7. **Clause 9- Performance Evaluation:** Evaluation of conformity of products and services, degree of customer satisfaction, conducting internal audit & management review at planned intervals
8. **Clause 10- Improvement:** Reaction, reviewing, determining the cause of non- conformity. Corrective actions for non-conformities.

Benefits of ISO 9001:2015

1. Acts as an “Organizational Memory”.
2. Organization becomes “System dependent” rather than “People dependent”.
3. Consistent approach among the employees.
4. Framework to improve the knowledge of the people.
5. Reduction in Cost, waste, etc.
6. Reduction in rejections and reworks.
7. Customer Satisfaction improvement.
8. Exports becomes easier
9. Systematic approach of problem solving