



White Paper on ISO 9001 QMS Quality Management System

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ISO 9000 is a family of standards for quality management systems. ISO 9000 is maintained by ISO, the International Organization for Standardization and is administered by accreditation and certification bodies. Some of the requirements in ISO 9001 (which is one of the standards in the ISO 9000 family) include:-

- a set of procedures that cover all key processes in the business;
- monitoring processes to ensure they are effective;
- keeping adequate records;
- checking output for defects, with appropriate and corrective action where necessary;
- regularly reviewing individual processes and the quality system itself for effectiveness; and
- Facilitating continual improvement.

ISO
9001:2008
REGISTERED

A company or organization that has been independently audited and certified to be in conformance with ISO 9001 may publicly state that it is "ISO 9001 certified" or "ISO 9001 registered."



ADVANTAGES OF ISO 9001 CERTIFICATION

It is widely acknowledged that proper quality management improves business, often having a positive effect on investment, market share, sales growth, sales margins, competitive advantage, and avoidance of litigation. The quality principles in ISO 9000:2008 are sound and also provide a comprehensive model for quality management systems that can make any company competitive. ISO 9001 increases net profit and implementing ISO 9001 helps an organization achieve sustainable competitive advantage.



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ISO 9001 IMPLEMENTATION RESULTS IN THE FOLLOWING DIRECT ADVANTAGES OF THE ORGANIZATION:-

1. Create a more efficient and effective business environment.
2. Increase customer satisfaction and retention.
3. Reduction in customer complaints by having Right – First Time.
4. Enhance marketing and branding of the organization.
5. Improve employee motivation, awareness, and morale.
6. Promote international trade.
7. Increases profit by having enhanced control over processes.
8. Reduce waste and increases productivity.



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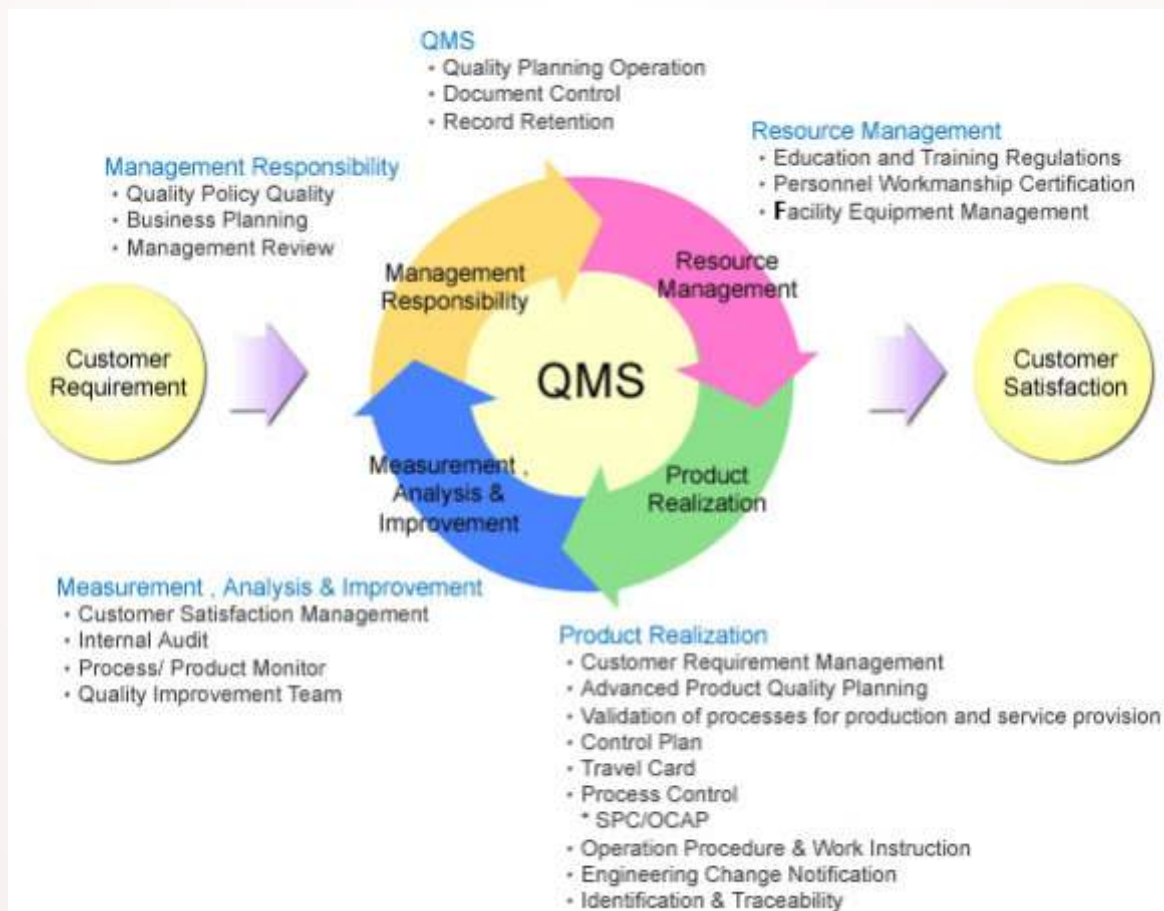
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THE STANDARD SPECIFIES SIX COMPULSORY DOCUMENTS:

- The standard specifies six compulsory documents:
- Control of Documents (4.2.3)
- Control of Records (4.2.4)
- Internal Audits (8.2.2)
- Control of Nonconforming Product / Service (8.3)
- Corrective Action (8.5.2)
- Preventive Action (8.5.3)
- In addition to these, ISO 9001:2008 requires a Quality Policy and Quality Manual



SUMMARY OF ISO 9001:2008 IN INFORMAL LANGUAGE

The quality policy is a formal statement from management, closely linked to the vision, mission, business and marketing plan and to customer needs. The quality policy is understood and followed at all levels and by all employees. Each employee needs measurable objectives to work towards.

Decisions about the quality system are made based on recorded data and the system is regularly audited and evaluated for conformance and effectiveness.

Records should show how and where raw materials and products were processed, to allow products and problems to be traced to the source.

You need a documented procedure to control quality documents in your company. Everyone must have access to up-to-date documents and be aware of how to use them.

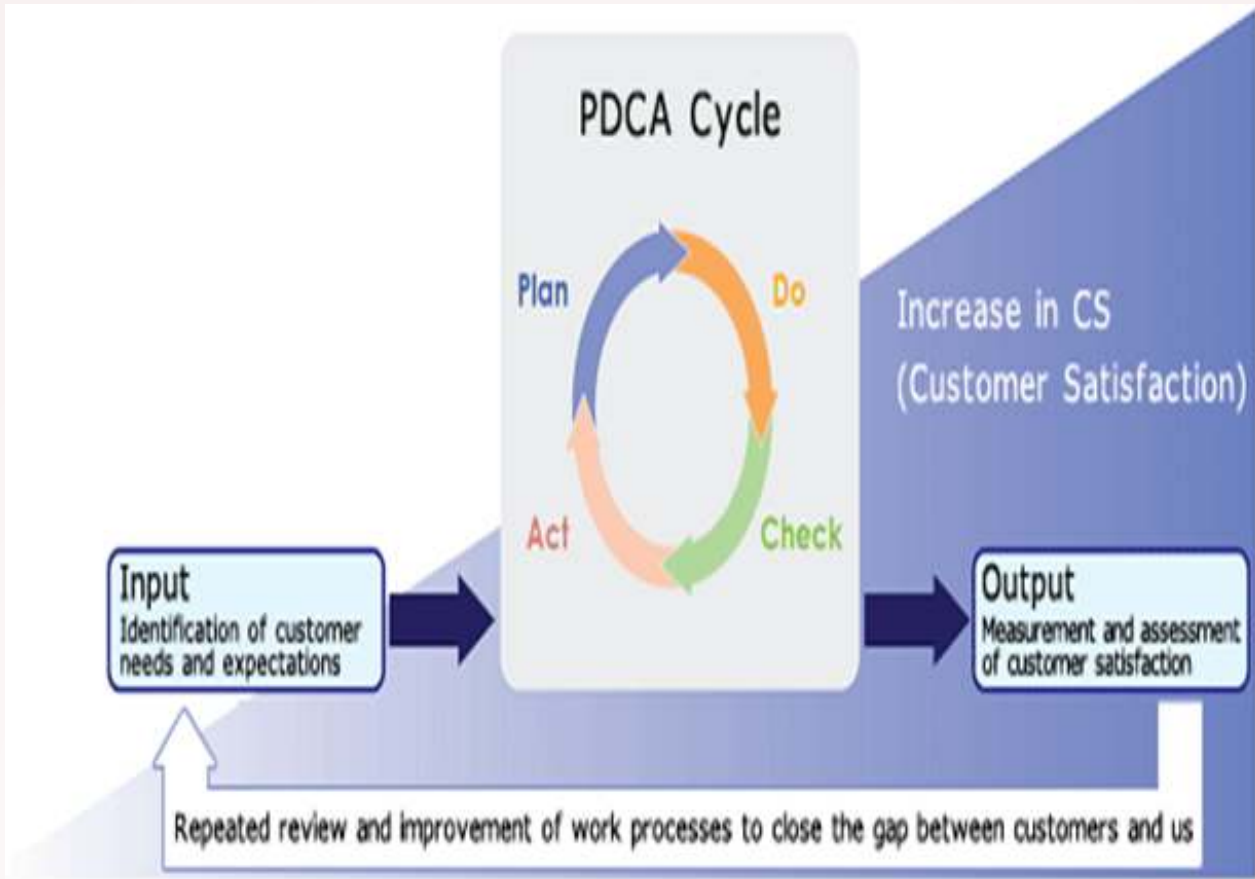
To maintain the quality system and produce conforming product, you need to provide suitable infrastructure, resources, information, equipment, measuring and monitoring devices, and environmental conditions.

You need to map out all key processes in your company; control them by monitoring, measurement and analysis; and ensure that product quality objectives are met. If you can't monitor a process by measurement, then make sure the process is well enough defined that you can make adjustments if the product does not meet user needs.

For each product your company makes or each service category, you need to establish quality objectives; plan processes; and document and measure results to use as a tool for improvement. For each process, determine what kind of procedural documentation is required (note: a "product" is hardware, software, services, processed materials, or a combination of these).

You need to determine key points where each process requires monitoring and measurement, and ensure that all monitoring and measuring devices are properly maintained and calibrated.





You need to regularly review performance through internal audits and meetings. Determine whether the quality system is working and what improvements can be made. Deal with past problems and potential problems. Keep records of these activities and the resulting decisions, and monitor their effectiveness (note: you need a documented procedure for internal audits).

You need documented procedures for dealing with actual and potential non-conformances (problems involving suppliers or customers, or internal problems). Make sure no one uses bad product, determine what to do with bad product, deal with the root cause of the problem and keep records to use as a tool to improve the system.



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WHAT DOES STERLING INTERNATIONAL CONSULTING OFFERS FOR ISO 9001:2008:-

We the "Sterling International Consulting" are a team of highly skilled and qualified consultants and trainers having vast industrial experience. We partner organizations across the world to implement and achieve ISO 9001:2008 QMS certification. Our consulting approach is highly professional, time bound and effective resulting in ease of implementation and adds value to the business processes of the client organization. We provide ISO 9001:2008QMS training, consulting implementation and certification services in more than 40 countries covering India, USA, UK, Saudi Arabia, UAE, Europe & African countries. .

Sterling offers comprehensive services that will help you to achieve ISO 9001:2008 QMS certification.

WE PROVIDE ASSISTANCE TO:

- Systematically examine organization's operations and processes.
- Review existing information and systems (gap analysis) .
- Identify applicable laws and regulations
- Establish quality policy and objectives.
- Design and develop operation procedures.
- Identify documentation requirements & develop effective documentation system.
- Train employees at all the levels on ISO 9001 QMS.
- Implement ISO 9001 quality management system in the organization effectively.
- Help you seek certification for ISO 9001:2008 QMS.

IN ADDITION TO CONSULTING (ONLINE & ONSITE), WE PROVIDE FOLLOWING TRAINING:

- ISO 9001:2008 QMS awareness training
- ISO 9001 Implementation Training
- ISO 9001 Documentation Training
- QMS Internal auditor training



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