



Changing the way we think about quality.

A quick overview.

To keep up with an ever-changing world, it is necessary to regularly review all aspects of our business. This includes the way we manage quality across the whole organization. The ISO 9001 Quality Management System is being revised and it is important to understand these changes and their impact on you and the rest of our organization.

Why is the standard changing?

The International Standards Organization (ISO), the organization responsible for the publication of all international standards, reviews every standard on a regular basis to make sure it stays relevant to today's marketplace. The revised ISO 9001:2015 Quality Management Systems (QMS) standard will:

- Reflects the increasingly complex environments in which organizations operate
- Brings quality into the heart of businesses ensuring that the QMS is now completely integrated and aligned with business strategies
- Allow for multiple management systems to be implemented smoothly
- Provide a consistent framework to work from for the next 10 years
- Provide a more accurate reflection of the needs of our employees, customers and other stakeholders
- Improve quality across the organization and increases customer satisfaction rate

What are the most significant changes?

The revised standard is based on a new structure with 10 Clauses. This is the framework that will be adopted by all management system standards of the future to aid consistency and align different management system standards. The key changes to ISO 9001 are

- Increased focus on risk management
- Enhanced leadership requirements
- Fewer prescriptive requirements
- Greater alignment with strategic direction
- Integration of the QMS into the organizations business processes
- Increased communication requirements

What benefits will it bring?

- **Bring quality into the heart of our business**
 - Quality management will be integrated and aligned with our business strategies which will improve performance and drive real value
- **Introduction of risk & opportunity management**
 - Will help identify and manage risk more effectively and opportunities that contribute to bottom line improvements
- **An integrated approach**
 - It will be easier to implement more than one management system providing a more holistic view leading to cost savings
- **Leadership**
 - Greater involvement by our leadership team will ensure that we'll all be motivated towards the organizations goals and objectives

What do we need to do?

We have seen a number of benefits from implementing and certifying to ISO 9001:2008 and will be starting our transition journey. An implementation plan will be developed and communicated across the whole organization and your input will be invaluable as we:

1. Take a fresh look at our quality management system
2. Understand the impact of the key changes and how these changes will be implemented
3. Implement the new requirements on leadership and risk management
4. Review identified opportunities based on the key changes of the standard
5. Change our documentation to reflect the new structure
6. Conduct an internal audit

Our transition journey

Our project plan

Our project team

Dates to remember

an email to <insert email address>.