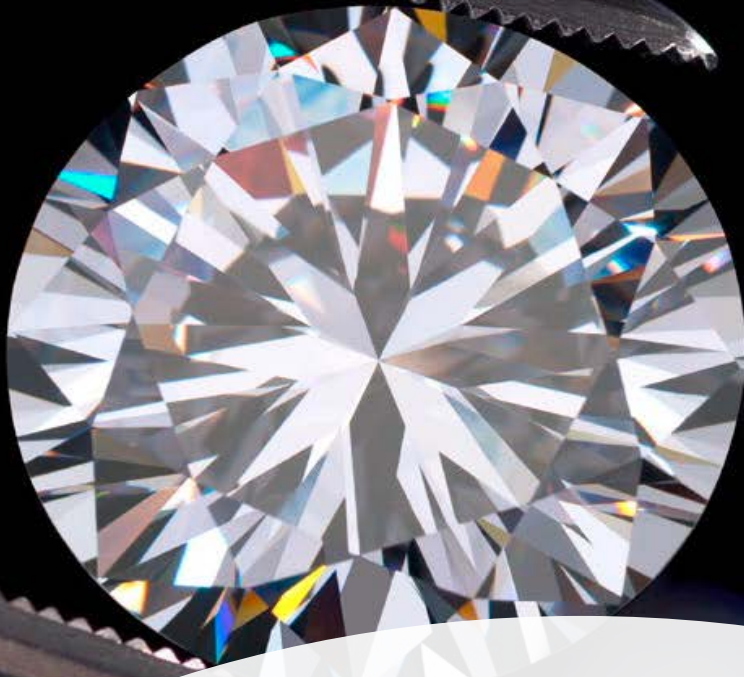


ISO 9001:2015

Self-assessment Questionnaire



You can't have a quality culture by accident! It takes planning...

In today's changing world, a culture of quality is a major component which helps businesses run effectively so that they can be operationally resilient, build long-term success, and ensure customer satisfaction. A culture focused on quality doesn't happen by accident. Even the first steps, defining a culture and planning for it, takes commitment and hard work. Culture requires constant attention – it must be nurtured and adjusted to be relevant and reflective of an organization's operating environment. Take this quick quiz to determine your organization's quality culture.

	1 = Strongly Disagree	2 = Disagree	3 = Not sure	4 = Agree	5 = Strongly Agree
Does your leadership actively promote and communicate the importance of a quality culture?	1 ●	2 ●	3 ●	4 ●	5 ●
Are there policies and procedures in place and communicated that address quality in the workplace?	1 ●	2 ●	3 ●	4 ●	5 ●
Have the internal and external issues that may impact your ability to achieve the intended results of the quality culture been considered?	1 ●	2 ●	3 ●	4 ●	5 ●
Does your leadership reward and recognize those people that embraced the quality culture?	1 ●	2 ●	3 ●	4 ●	5 ●
Is there a process for reviewing and communicating with customers information related to products, services, enquiries, contracts or order handling?	1 ●	2 ●	3 ●	4 ●	5 ●
Do you require your suppliers to follow your quality policies when onsite?	1 ●	2 ●	3 ●	4 ●	5 ●
Does your organization know how effective are your processes to deliver quality?	1 ●	2 ●	3 ●	4 ●	5 ●

	1 = Strongly Disagree	2 = Disagree	3 = Not sure	4 = Agree	5 = Strongly Agree
Have methods of monitoring customer satisfaction been established?	1 ●	2 ●	3 ●	4 ●	5 ●
Does your organization implement necessary actions to enhance customer satisfaction?	1 ●	2 ●	3 ●	4 ●	5 ●
Does your organization have quality champions?	1 ●	2 ●	3 ●	4 ●	5 ●
Has documented evidence been kept to show that processes have been carried out as planned and are effective?	1 ●	2 ●	3 ●	4 ●	5 ●
Has the organization determined and selected opportunities for improvement?	1 ●	2 ●	3 ●	4 ●	5 ●
Does top management undertake regular reviews on quality?	1 ●	2 ●	3 ●	4 ●	5 ●
Has the organization decided on how it will address the requirement to continually improve the suitability, adequacy, and effectiveness of its quality culture?	1 ●	2 ●	3 ●	4 ●	5 ●

Total your score to see how your organization embraces quality culture.

Total possible: 70

60 to 70 Your organization has a solid understanding of the importance of quality.

40 to 59 Your organization is on the right path in managing quality, however there are still areas for minor improvements.

20 to 39 Your organization has already embedded basic quality procedures, however there are still obvious areas for improvement.

0 to 19 Your level of understanding of the importance of quality is putting your employees, reputation and your organization at risk.

ISO 9001, the standard for Quality Management helps organizations all over the world run more efficiently and profitably. It brings process approach designed to enhance customer satisfaction right into the heart of an organization complementing business strategy and helping an organization to enhance its performance over time. This positions ISO 9001 as an indispensable tool for businesses, helping to drive continual improvement and deliver results.

Once a management system is in place, it's important that it is certified to ensure its long term effectiveness and continues to bring benefits to your organization. Why consider certification?

- **Demonstrates** to your customers, competitors, suppliers, staff and investors that you use industry-respected best practices.
- **Improves** overall performance, remove uncertainty and widen market opportunities.
- **Helps you** to reveal to stakeholders that your business is run effectively.
- **Ensures** that you are continually improving and refining your activities.
- **Improves** staff responsibility, commitment and motivation

Discover how BSI can help you embed a Quality culture in your organization.

Find out more about ISO 9001
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