ANNEXURE – VII

IMPLEMENTING ISO 9001:2000 QUALITY MANAGEMENT SYSTEM

1. Identify the goals you want to achieve:

Typical goals may be:

- Be more efficient and profitable.
- Produce products and services that consistently meet customer requirements.
- Achieve customer satisfaction.
- Increase market share.
- Maintain market share.
- Improve communications and morale in the organisation.
- Reduce costs and liabilities.
- Increase confidence in the production system.

2. Identify what others expect of you:

These are the expectations of interested parties (stakeholders) such as:

- Customers and end users.
- Employees.
- Suppliers.
- Shareholders.
- Society.

3. Obtain information about the ISO 9000 family:

4. Apply the ISO 9000 family of standards in your management system:

Decide if you are seeking certification that your quality management system is in conformance with ISO 9001:2000 or if you are preparing to apply for a national quality award.

- Use ISO 9001:2000 as the basis for certification.

• Use ISO 9004:2000 in conjunction with your national quality award criteria to prepare for a national quality award.

5. Obtain guidance on specific topics within the quality management system:

These topic-specific standards are:

• ISO 10006 for project management
• ISO 10007 for configuration management
• ISO 10012 for measurement systems
• ISO 10013 for quality documentation
• ISO/TR 10014 for managing the economics of quality
• ISO 10015 for training
• ISO/TS 16949 for automotive suppliers
• ISO 19011 for auditing

6. Establish your current status, determine the gaps between your quality management system and the requirements of ISO 9001:2000:

You may use one or more of the following:

• Self-assessment.
• Assessment by an external organisation.

7. Determine the processes that are needed to supply products to your customers:

Review the requirements of the ISO 9001:2000 section on Product Realisation to determine how they apply, or do not apply to your quality management system including:

• Customer related processes.
• Design and/or development.
• Purchasing.
• Production and service operations.
• Control of measuring and monitoring devices.
8. Develop a plan to close the gaps in step 6 and to develop the processes in step 7:

Identify actions needed to close the gaps, allocate resources to perform these actions, assign responsibilities and establish a schedule to complete the needed actions. ISO 9001:2000, Paragraphs 4.1 and 7.1 provide the information you will need to consider when developing the plan.

9. Carry out your plan:

Proceed to implement the identified actions and track progress to your schedule.

10. Undergo periodic internal assessment:

Use ISO 19011 for guidance in auditing, auditor qualification and managing audit programmes.

11. Do you need to demonstrate conformance?

*If yes, go to step 12. If no, go to step 13.*

You may need or wish to show conformance (certification/registration) for various purposes, for example:

- Contractual requirements.
- Market reasons or customer preference.
- Regulatory requirements.
- Risk management.
- To set a clear goal for your internal quality development (motivation).

12. Undergo independent audit:

Engage an accredited registration/certification body to perform an audit and certify that your quality management system complies with the requirements of ISO 9001:2000.

13. Continue to improve your business:

Review the effectiveness and suitability of your quality management system. ISO 9004:2000 provides a methodology for improvement.