ISO 9001:2008 Implementation Steps

10 Step Approach to ISO 9001 Certification

- Awareness Training
- Quality Policy & Objectives Finalization
- Gap Analysis
- Documentation / Process Design
- Documentation / Process Implementation
- Internal Audit
- Management Review Meeting
- Shadow Audit
- Corrective – Preventive Actions
- Final Certification Audit
Step 1: Awareness Training

Deliverables:-

Organization wide awareness about Quality and ISO 9001.

• Separate training sessions for top management, middle management and junior level management.

• Creates a motivating environment throughout the organization for ISO 9001 implementation.
Step 2:- Quality Policy & Objectives

Deliverables:-

Development of Quality Policy & Quality Objectives for the organization considering vision, mission and goal.

- Work shop with top management on development of quality policy.
- Work shop with top management and middle level functional management on development of quality objectives.
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Step 3:- Gap Analysis

Deliverables:-

Identification of degree of compliance of existing system with requirements of ISO 9001:2008 standard.

- Understanding of all the operations of the organization.
- Development of process map for the activities of the organization.
Step 4:- Documentation / Process Design

Deliverables:-

Documentation of the entire process as per requirements of ISO 9001:2008 Quality Management System.

- Quality Manual
- Functional Procedures
- Work Instructions
- System Procedures
- Formats

Work-shop on design and development of documents as per ISO 9001 requirements
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**Step 5:- Documentation / Process Implementation**

Deliverables:-

Processes / Documents developed in the last module implemented across the organization covering all the departments and activities.

- Work–shop on process / document implementation as per ISO 9001 requirements.
- Departmental / Individual assistance in implementing the new processes / documents.
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Step 6:- Internal Audit

Deliverables:-

A robust internal audit system for the organization.

- Internal Audit Training & Examination.
- Successful employees carry out internal audit of the organization covering all the departments and operations.
- Suggest corrective and preventive actions for improvements in each of the audited departments.

Web: www.lakshy.com  Lakshy Management Consultant Pvt. Ltd.  E-Mail: info@lakshy.com
Step 7:- Management Review Meeting

Deliverables:-

A formal system of top management reviewing various business critical aspects of the organization.

Review the following:-

- Quality Policy & Objectives
- Results of internal audit
- Results of supplier evaluation
- Results of customer complaints
- Results of customer feedback etc.

....and develop action plan
Step 8:- Shadow Audit

Deliverables:-

A formal Pre Certification audit conducted to assess effectiveness of ISO implementation in the organization.

• A replica of final certification audit.
• Finds degree of compliance with ISO 9001 standard.
• Gives an idea to the employees about the conduct of the final certification audit.
Step 9:- Corrective – Preventive Actions

Deliverables:-

Organization ready for final certification audit.

• On the basis of shadow audit conducted in the last step, all the non-conformities will be assigned corrective and preventive actions.

• A check will ensure that all the NCs are closed and the organization is ready for the final certification audit.
Step 10:- Final Certification Audit

Deliverables:-


• You can select the certification body of your preference or else we can assist and suggest you the most appropriate certification body for your organization.

• Upon the audit, your organization will be awarded ISO 9001:2008 certification.
WHAT IS ISO?

- ISO - Greek word “isos” means “equal”
- pronunciation “eye-soh”
- ISO is a worldwide federation of national standards from more than 140 countries.
- ISO is a non-governmental organization established in 1947 with head quarters in Geneva, Switzerland.
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Need More Information.....?

Lakshy Management Consultant Pvt. Ltd.

232, Sai Chambers, Sector 11, CBD Belapur,
Navi Mumbai 400 614, India

Phone: +91 22 32995241
24 Hour Customer Care: +91 9821780035

Email: info@lakshy.com    Web: www.lakshy.com