

## ISO 9001:2015 Awareness Training

### Lesson 1: Introduction to ISO 9001:2015

#### Introduction

Welcome to “Introduction to ISO9001:2015”. In this lesson we will examine international standards and introduce ISO, the International Organisation for Standardisation. We will define a quality management system. Finally, we will introduce the ISO9000 family of standards.

#### International Standards

International Standards are the backbone of our society. They ensure the safety and quality of products and services, they facilitate international trade and improve the environment in which we live. ISO International Standards ensure that products and services are safe, reliable and of good quality. For businesses, they are strategic tools that reduce costs and increase productivity. International standards help companies to access new markets, level the playing field with competitors, and facilitate free and fair trade.

ISO, the International Organisation for Standardisation, is an independent, non-governmental international organisation, with a membership of 161 national standards bodies. ISO was formed in 1947, and involves 3,368 technical bodies in standards development. Since 1947, ISO has published more than 21,000 standards, covering almost every aspect of business, technology and engineering. The focus of this course is ISO9001. To date, more than 1 million companies in 170 countries have implemented ISO9001. ISO 9000 is a family of international standards on quality management and quality assurance, developed to help companies effectively manage the quality element required to maintain an efficient quality system. They are not specific to any one industry and can be applied to organisations of any size.

#### Quality Management System

A quality management system consists of inter-related processes that are focussed on meeting and exceeding customers' expectations. It is defined by a collection of policies, processes, documented procedures and records. The quality management system demonstrates how a company or organisation will achieve the creation and delivery of a product or service they provide to their customers.

Quality management systems serve many purposes, including:

- Improving customer satisfaction
- Improving processes
- Reducing waste
- Lowering costs
- Facilitating and identifying training opportunities
- Engaging staff
- Setting organisation-wide direction

### **ISO9000 Family of Standards**

The ISO9000 family of standards consists of:

- ISO9000, which outlines basic concepts and language used.
- ISO9001, which sets out the requirements of a quality management system.
- ISO19011, which sets out guidance on internal and external audits of the quality management system.
- ISO9004, which focusses on how to make a quality management system more efficient and effective.

While each of these standards is important, ISO9001 is the only standard in the family to which companies and organisations can certify.

While ISO9001 was first developed in 1987, it has undergone periodic revision. The latest revision to the standard was in 2015. ISO 9001:2015 is based on the plan-do-check-act methodology and provides a process orientated approach to documenting and reviewing the structure, responsibilities, and processes required to achieve effective quality management in an organisation.

Changes introduced in the 2015 revision are intended to ensure that ISO 9001 continues to adapt to the changing environments in which organisations operate. Some of the key updates in ISO 9001:2015 include the introduction of new terminology and structure, restructuring some of the information, an emphasis on risk-based thinking to enhance the application of the process approach, improved applicability for services, and increased leadership requirements.

### **Summary**

In this lesson, we examined international standards and introduced ISO, the International Organisation for Standardisation. We defined a quality management system. Finally, we introduced the ISO9000 family of standards. This lesson has been brought to you by CG Business Consulting Limited.