Certify Your Quality Management System

ISO 9001:2015

ISO 9000 is a Family of Internationally Recognized Standards

ISO 9000 is a family of management system standards, ISO 9000, ISO 9001, and ISO 9004, that can be applied to any manufacturing or service organization. They provide a proven, successful approach for building a management system that achieves customer and operational quality goals.

ISO 9000:2015 and ISO 9004:2009 are guidance documents. ISO 9001:2015 outlines requirements for companies to be compliant with the standard. The ISO organization also releases regular updates to the standards to meet the evolving needs and environment of business worldwide today. The current version of ISO 9001 is ISO 9001:2015, an updated version following ISO 9001:2008. A copy of the standard can be obtained from www.ansi.org.

The most significant change to ISO 9001:2015 is the move to an annex SL structure. This structure is based on ten sections. The current version, ISO 9001:2015, released September 15, 2015, focuses more on harmonization with other ISO standards than introduction of significant changes to the requirements. The annex SL structure is the basis of the harmonization, as all ISO management system standards will move towards the same 10 sections and will share approximately 30% of the same requirements. Organizations using multiple management systems (e.g. Quality, Environmental, and Information Security) will benefit, as integration of these systems is far less complicated.

ISO 9001:2015 Requirements

ISO 9001:2015 has ten sections. Three sections are general information for your company about the standard and are not auditable. Certification focuses on the seven key auditable sections:

- Context of the Organization
- Leadership
- Planning
- Support
- Operation
- Performance Evaluation
- Improvement

The evolution of the standard brought increased requirements for companies to demonstrate continual improvement, reduced risk, and provided overall focus on customer satisfaction using a process approach.

These changes have also made the standard more applicable to service industries. Much of the language that was specific to manufacturing organizations has been removed and replaced with more generalized statements of requirements. For example, Control of Nonconforming Products is replaced by Control of Nonconforming Outputs.

The intent of using a management system approach is expressed by ISO within its published document "Expected Outcome for Accredited Certification":

> "For the defined certification scope, an organization with a certified quality management system consistently provides products that meet customer and applicable statutory and regulatory requirements, and aims to enhance customer satisfaction."

This intention should be kept in mind during all phases of quality management system development, implementation and operation.

Why Choose ISO 9001 Certification?

The question actually has two considerations. Should you implement an ISO compliant quality management system? And, should you certify your ISO compliant system? As companies undertake the initiative, they look for the benefit and return on investment. Three key considerations are:

1. A quality management system that is ISO 9001 compliant provides discipline, improves processes and increases the productivity and effectiveness of companies' operations. Consistent, reliable, well documented management systems result in reduced scrap and waste, less human errors, and therefore increased profitability and customer satisfaction.

How do you determine the value of a compliant management system? Learn from those that have already succeeded. Many companies have gone through the process and are usually very proud of their systems and success. Many will gladly share their experience with others. Your suppliers or customers that are certified can also answer the important questions regarding measurable benefits, costs, timing, and challenges. You will hear from successful companies:

- A demonstrated commitment to customers, stakeholders and interested parties regarding consistently meeting requirements
- Improved processes that result in reduction of errors and risks
- Increased customer satisfaction
- An enhanced image of the organization through proactive

quality focused leadership
- A recognized responsibility for, and involvement with, quality by the entire organization
- Better defined processes and sub-processes, including their critical links
- Recognized barriers to an operation's or service's efficiency and effectiveness
- Identified opportunities for improvement
- Strong, recognized foundation for meeting regulatory requirements
- Improved communications among employees

2. Certification can make a difference for marketing and selling your products and services. With competition in the marketplace today, customers are looking for better suppliers, and certification can make a difference. ISO certification gives you a recognized, readily accepted business credential. It provides a means for differentiation in the market. Talk with your sales and marketing teams, customers, and trade groups to gauge what certification means to them.

3. Many customers require certification. As a minimum, they require ISO 9001, but many are moving to the industry sector standards that have increased requirements, like ISO/TS 16949, AS9100, and RC14001. To become a preferred supplier, or even bid on contracts, you may be required to be certified to ISO 9001 or other standards. In this case, certification has a clear and very quantifiable value.

These three key considerations will give you the basis for implementing and certifying your management system to ISO 9001. Use the information you gather to put a good plan in place based on your business, requirements, resources, and timing. If you wait until you must do it to save business or get that one new, big customer, you jeopardize effective implementation and real benefits to your business operations.

The Certification Process

Certification can happen fairly quickly once your management system is ready. The typical certification process involves:

- An optional on-site pre-assessment (gap analysis)
- A stage one review of your quality management system documentation and site conditions
- A stage two certification audit
- Closure of any open issues, a review by the registrar, and issuance of your certificate

Certification costs are typically small compared to the cost of implementing the system. Fees are typically driven by the size of your company, complexity, and audit days required. With some basic information about your company, SRI can easily provide a no-obligation, detailed cost proposal.

Selecting Your Registrar

Your selection of a registrar can be the start of a relationship that will likely be in place for a long time. Value to you and your business comes from the expertise and seniority of your auditor first and foremost. Consistent, fair, and thorough audits ensure you get value each time your auditor visits. Also look for registrars that invest in the training and support of your auditor. The better the registrar supports its auditors, the better they will serve you.

Your accredited registrar should also offer one-on-one support, responsiveness, 24/7 access to your certification information, global recognition, the full range of standards your business will need, training services, and industry leadership. Each country has its own accreditation body recognized by ISO. In the U. S., it is ANAB. Accreditation of your registrar means it underwent a rigorous audit and review process of its capabilities, and on-going surveillances are required to maintain its credentials. Registrars can also be accredited by other bodies, such as RvA (C074), IATF (for ISO/TS 16949), or the ACC (for RC14001).

SRI is a Full-Service, Accredited Registrar

As acceptance of international standards has grown, so has SRI. Established in 1991, **SRI was one of the first five registrars in the U.S.** SRI now serves over 40 manufacturing and services industries across North America, Asia, and Europe.

SRI Auditors Make the Difference

From its leadership role, SRI has built its business by employing the best auditors in the field. Our senior auditors are seasoned professionals averaging more than 25 years of experience. They know the standards and the industry so they can step right in and add value to your audit.

We know you have a choice.

Here's why you should choose SRI:

- Accredited by ANAB, RvA, IATF, SRI offers registration to a full range of standards to meet all your business needs
- SRI's web-based e-VENTS system, integrated with our fully automated operation support, puts all your sites' audit schedules, plans, and results at your fingertips when you need it, where you need it
- SRI uses the same audit team across audit events for greater consistency and effectiveness
- SRI's no-surprises, practical, open-book approach builds strong, long-lasting relationships
- We are one of the top five U.S. owned and operated registrars, and among the first to be QS-9000 and ISO/TS 16949 qualified. Decisions regarding your business and registration are made right here by us
- SRI's membership in key QMS and EMS technical advisory groups, and participation in industry standards development and oversight, ensure you are among the first to know about changes that will affect your business
- Training conducted publicly by our lead auditors on standards and requirements gives you the practical, hands-on knowledge you need to succeed
- Our organization is the right size to provide responsive, one-on-one service to every client. We are ready when you need us

Headquarters
300 Northpointe Circle
Suite 304 - Seven Fields, PA 16046
TEL 724.934.9000 - FAX 724.935.6825 **www.SRIRegistrar.com**