Certify Your Quality Management System

ISO 9001:2008

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 and 9004 are guidance documents. **ISO 9001 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 9001:2008**, an updated version following ISO 9001:2000. a copy of the standard can be obtained from **www.ansi.org**.

The most significant change to ISO 9001 was the 2000 revision and the move to the **process approach**. The 2000 revision to the ISO 9001 standard also incorporated earlier 9002 and 9003 standards, leaving only ISO 9001 as an auditable standard. The current version ISO 9001:2008 released November 15, 2008 focuses more on **harmonization with other standards** than introduction of significant changes to the requirements.

ISO 9001:2008 Requirements

ISO 9001:2008 has eight sections. Three sections are general information for your company about the standard and are not auditable. Certification focuses on the five key auditable sections:

- **Quality Management System**
- **Management Responsibility**
- **Resource Management**
- **Product Realization**
- **Measurement, Analysis, and Improvement**

The evolution of the standard brought increased requirements for companies to demonstrate continual improvement, reduced documentation requirements, and provided overall focus on customer satisfaction and the process approach. These changes have also made the standard more applicable to service industries. A process-focused approach includes:

- **Understanding and meeting customer requirements**
- **Attention to customer satisfaction**
- **Continual improvement**
- **Application of the "Plan-Do-Check-Act " (PDCA) checklist or equivalent cycle**
- **Managing interrelated processes**
- **Links between quality and business plans**
- **Defining and using process metrics**

The standards are not designed to tell you how to run your business, but instead give you a basis to comply with the requirements of ISO 9001 in a way that best meets your specific business goals, requirements, needs, and environment, etc.

On the spectrum from "no quality system" to "world-class quality system," an **ISO 9001 compliant system is a starting point** roughly in the middle. It is not in itself going to reinvent someone's business. It is though a place to begin, and **many industries** have used it as such. Aerospace, automotive, and chemicals are a few examples of industries that began with ISO 9001 and added additional requirements for their **suppliers and partners**. Many companies do the same. They begin with ISO 9001, learn, improve, and **continually build** on their management systems.

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 and stakeholders of improved capabilities**
   - **Improved processes that result in reduction of errors and risk of rework**
   - **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 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 on-site pre-assessment (gap analysis) if you desire, readiness review of your quality management system documentation, the certification audit itself, 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, IATF (for ISO/TS 16949), or the ACC (for RC14001). Be sure the registrars you evaluate are accredited for the standards you need.

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**