

ISO 9001

Overview



ISO 9001:2015 is an internationally recognised standard for Quality Management Systems (QMS). It provides a structured framework to improve consistency, efficiency and customer satisfaction while ensuring compliance with regulatory requirements.

Core Elements

- Context of the Organisation – Understanding business environment and stakeholders
- Leadership – Senior management ownership and quality policy
- Planning – Risk management and quality objectives
- Support – Resources, training and document control
- Operation – Delivery of products/services
- Performance Evaluation – Monitoring, audits and review
- Improvement – Corrective actions and continual improvement

How it Works

- Plan – Define processes and risks
- Do – Deliver products/services
- Check – Monitor performance
- Act – Improve continuously

Key Benefits

- Improved consistency and efficiency
- Increased customer satisfaction
- Enhanced credibility for tenders
- Reduced errors and rework
- Stronger business control

Implementation Checklist

1. Setup

Define scope, complete gap analysis, identify processes and secure leadership commitment.

2. Leadership & Planning

Develop quality policy, set objectives, assign responsibilities and identify risks.

3. System Design

Map processes, define owners, establish KPIs and align with business strategy.

4. Documentation

Create policies, procedures and records. Implement document control.

5. Training

Train staff, communicate objectives and maintain competence records.

6. Implementation

Roll out processes, manage suppliers and ensure customer requirements are met.

7. Monitoring

Track KPIs, conduct internal audits and gather customer feedback.

8. Review

Hold management reviews and evaluate performance.

9. Improvement

Manage nonconformities and implement corrective actions.

10. Certification

Complete internal audit, close gaps and engage certification body.

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Key Documents



Mandatory Documents

- QMS Scope
- Quality Policy
- Quality Objectives
- Supplier Evaluation Criteria

Mandatory Records

- Training records
- Calibration/maintenance records
- Product/service review records
- Internal audit reports
- Management review outputs
- Nonconformity records
- Monitoring and measurement results

Supporting Documents

- Process maps
- Procedures
- Work instructions
- Risk register
- Supplier management process
- Customer feedback processes

Document Hierarchy

- Policies
- Procedures
- Work Instructions
- Records

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