

# **AS/NZS ISO 9001 Training Presentation**



**QUALITY  
ASSURANCE**

**STANDARD**

**MANAGEMENT**

**SERVICE**

**CONTROL**

**PROCESS**

**CUSTOMER**

# INTRODUCTION TO AS/NZS ISO 9001

- In a competitive market, the quality of a business's products and services are paramount.
- AS/NZS ISO 9001 is the Standard that defines the requirements for a Quality Management System (QMS). Implementing the AS/NZS ISO 9001 Standard helps businesses to become more efficient and improve customer satisfaction.
- The primary objective of the AS/NZS ISO 9001 Standard is to ensure or surpass customer requirements and exceed customer expectations.

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# PRESENTATION OVERVIEW

- WHAT IS THE ISO 9001 STANDARD?
- WHAT IS AN QUALITY MANAGEMENT SYSTEM?
- THE ISO 9001 PLAN, DO, CHECK, ACT APPROACH
- CONTEXT OF THE ORGANIZATION
- LEADERSHIP
- PLANNING
- SUPPORT
- OPERATION
- PERFORMANCE EVALUATION
- IMPROVEMENT
- THE KEYS TO SUCCESS WITH ISO 9001
- CHALLENGES
- YOUR ROLE WITH ISO 9001
- IN CONCLUSION
- QUESTIONS

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This presentation will help you to better understand the core AS/NZS ISO 9001 processes, so that we — 'THE TEAM'— can achieve our intended quality outcomes.



# WHAT IS THE AS/NZS ISO 9001 STANDARD?

- AS/NZS ISO 9001 is the International Standard for Quality Management Systems.
- ISO 9001 is recognized and implemented worldwide.
- AS/NZS ISO 9001 specifies the requirements for a Quality Management System that a business can use to better satisfy the needs and expectations of customers, stakeholders and other interested parties.
- The purpose of AS/NZS ISO 9001 is to demonstrate the ability to consistently provide products and services that meet (or exceed) customer and regulatory requirements.

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# WHAT IS AN QMS?

- A quality management system is a formalized system that documents processes, procedures and responsibilities for achieving quality objectives.
- A quality management system enables a business's activities to show that it can meet or exceed customer expectations and improve its effectiveness and efficiency on a continuous basis.
- A quality management system improves operational practices to better satisfy the needs and expectations of a business's stakeholders and interested parties.

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# THE PLAN, DO, CHECK, ACT APPROACH

The Plan, Do, Check, Act approach is the ISO 9001 methodology that is used to ensure that all actions are planned and checked before the action takes place, as outlined below:

PLAN	Establish plans, objectives, targets and processes needed to deliver the required output, conforming with the customer's requirements and the organization's policies.
DO	Implement the processes as planned to convert the inputs into the outputs, as required.
CHECK	Check processes, plans, objectives and targets against the objectives and requirements and report on the results.
ACT	Take corrective and preventative actions to improve the processes, so that the conversion of inputs to outputs are more effective and efficient.



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# CONTEXT OF THE ORGANIZATION

Understanding organizational context requires an analysis of the internal and external parties and issues (refer to Table 1.1) and the risks and opportunities that are (or could be) faced by interested parties.

## Internal

Workers.

Market share.

Physical

Performance

Values and culture.

Innovation and knowledge.

## External

Customers and suppliers.

Markets and competition.

Regulatory and statutory.

Technological.

Cultural and social.

General public.



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# LEADERSHIP

Leadership and worker participation are critical for the success of an AS/NZS ISO 9001 Quality Management System and the successful achievement of the intended quality outcomes.

Good leadership and worker involvement are essential for establishing the processes that are necessary to achieving our quality policy, product standards and objectives.

Leadership activities include systematic verification of the effectiveness of the quality management system by undertaking internal audits and analyzing performance data.

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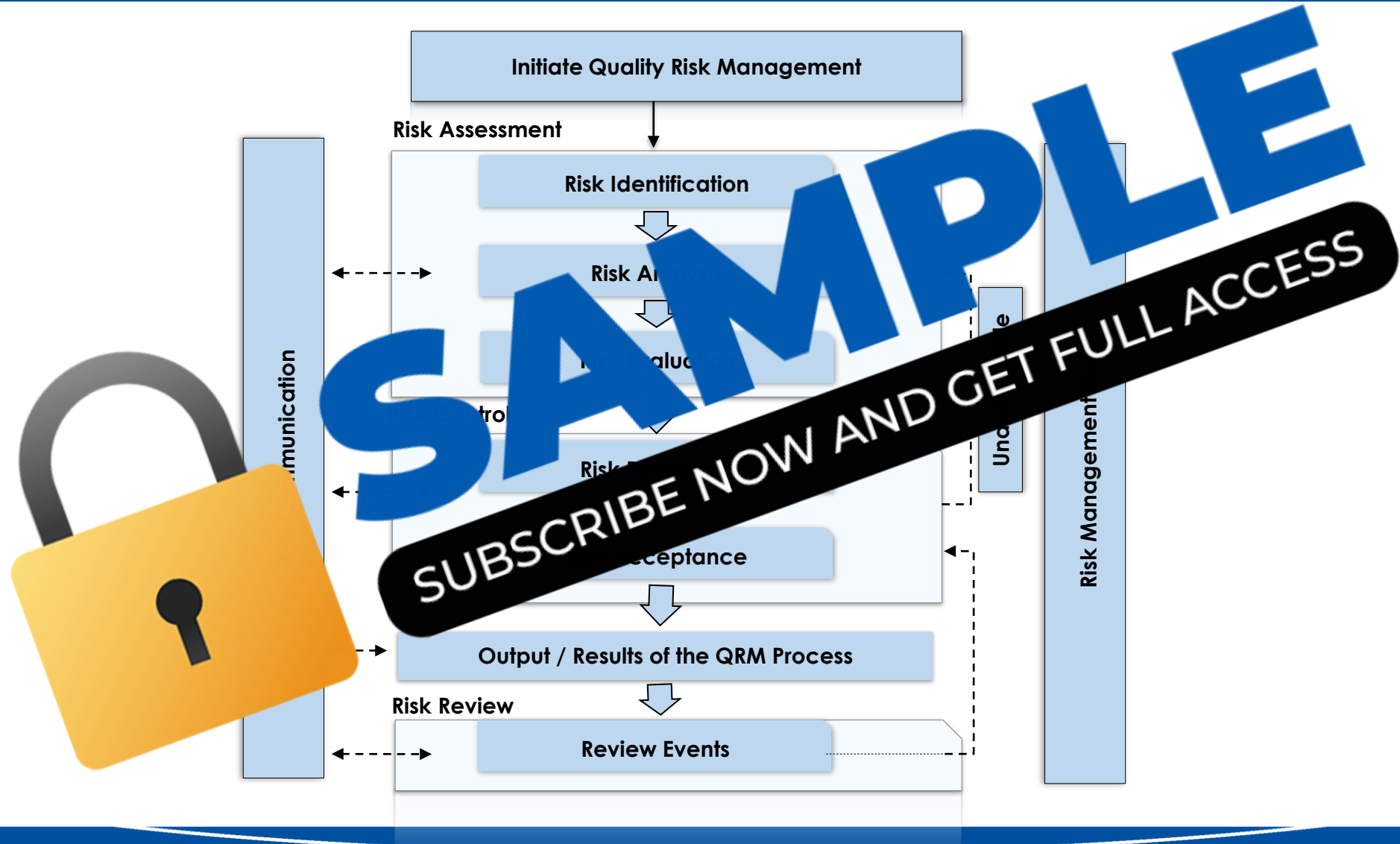


# PLANNING

**Planning for AS/NZS ISO 9001 is an ongoing process, and this planning needs to ensure that organizational capabilities and resources are engaged in an effective manner to mitigate risks and to take advantage of any opportunities.**

**Consequently, , risk and opportunity management planning should be undertaken as part of day-to-day operations and captured with consideration to business hierarchy and then linked to key quality processes.**

# A QUALITY RISK PLANNING PROCESS



# SUPPORT

An AS/NZS ISO 9001 Quality Management System needs to have the required support and resources needed to achieve the desired outcomes. Support and resources should be assessed during reviews and considered:

- Human resources.
- Specialized skills.
- Infrastructure.
- Technology.
- Tools, equipment.
- Financial resources.
- Suppliers and partners.



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# OPERATIONS

Operational planning and the control of processes is needed to implement and benefit from AS/NZS ISO 9001. Key aspects to deliver these quality benefits may include:

- The objectives and requirements for the products or services.
- Verification, validation, monitoring, measurement and test methods.
- Documented information to demonstrate conformity and process effectiveness.
- The necessary resources for output processes and their controls.
- The control of processes for performance and product and/or service acceptance.
- Potential risks and mitigation to change (either planned or unintended), affecting input or output requirements.
- The customer's operational requirements for the products or services.

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# PERFORMANCE EVALUATION

The frequency and methods by which processes are monitored, measured and evaluated may be determined and performed by:

- Statutory and regulatory requirements
- Customer feedback and specific requirements
- Process and quality management systems
- Process performance and audits
- Level of risk and types of control measures.
- Trends and information for corrective actions.
- Critical product or service conformity.

This also forms part of the AS/NZS ISO 9001 continual improvement process.

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## Audit Checklist

- Audit Satisfactory
- Observation Made
- Non-Conformance



# IMPROVEMENTS

AS/NZS ISO 9001 improvements can be gained by reviewing the results of quality performance data and this may include:

- Risk and opportunity evaluations.
- Assessment of the changing needs and expectations.
- The level of conformity with existing standards and requirements.
- The effectiveness of the quality management system.
- External provider and supplier performance.
- The level of customer satisfaction, inclusive of complaints and feedback.
- Internal and external audit results.
- Corrective action and non-conformance rates.
- Data from process and product characteristics and their trends.

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# KEY ELEMENTS TO SUCCESS

There are some key elements that need to be considered to ensure the successful development and implementation of an AS/NZS ISO 9001 Quality Management System including:

- Determining and filling resource gaps.
- Ensuring the support and commitment of management and the employees.
- Ensuring that everyone is aware of what is being done, why it's being done, and how it's being done.
- Regular communication and feedback on progress.
- Progressing gradually and efficiently through the AS/NZS ISO 9001 Standard criteria.

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# THE BENEFITS OF AS/NZS ISO 9001

Some of the main benefits of having an AS/NZS ISO 9001 Quality Management System include:

- Meeting or exceeding the customer's requirements.
- Inspire more confidence in the business.
- Increased number of customers and more sales and achieve more repeat business.
- Increased efficiency and reduced costs.
- An improved company image and reputation.
- Improved control and financial benefits.
- Additional market opportunities.

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# AS/NZS ISO 9001 CHALLENGES

There can also be challenges with the development and implementation of AS/NZS ISO 9001 Quality Management System, inclusive of:

- Obtaining the awareness of AS/NZS ISO 9001 within the entire organization.
- Having the resource and dedication of time needed for AS/NZS ISO 9001.
- Interpreting the actual requirements of AS/NZS ISO 9001.
- Unclear requirements and changing requirements.
- General resistance to change and negative attitudes.

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# YOUR ROLE WITH AS/NZS ISO 9001

There are several things that you can do to make the AS/NZS ISO 9001 Quality Management System work:

- Know and understand the quality policy and AS/NZS ISO 9001 quality objectives.
- Understand how you can contribute to the development and implementation of the AS/NZS ISO 9001 system.
- Know the quality risks and opportunities that are relevant to your work.
- Contribute to the AS/NZS ISO 9001 journey where you can.
- Communicate quality risks and opportunities relevant to your work.
- Be considerate of others and assist wherever possible.



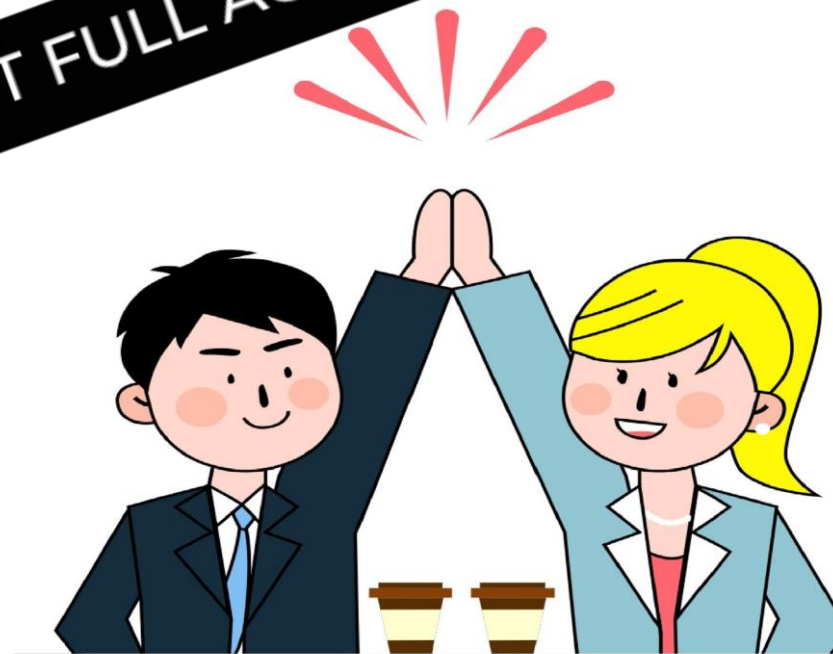
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# IN CONCLUSION

With everyone working together and all of our energy going in the same direction, we can successfully implement an AS/NZS ISO 9001 Quality Management System that will improve our products and services, create opportunities and make your workplace better for everyone.



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# QUESTIONS



**QUALITY**

MANAGEMENT MANUAL



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Is there anything more  
you would like to know?

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THANK YOU FOR YOUR PARTICIPATION!

