

ISO 9001 QUALITY MANAGEMENT SYSTEM

The **ISO 9000** family of Quality Management System (QMS) is a set of standards that helps organizations ensure they meet customer and other stakeholders needs within statutory and regulatory requirements related to a product or service. ISO 9000 deals with the seven quality management principles that underlie the family of standards. ISO 9001 deals with the requirements that organizations wishing to meet the standard must fulfill.

Third-party certification bodies provide independent confirmation that organizations meet the requirements of ISO 9001. Over one million organizations worldwide are independently certified, making ISO 9001 one of the most widely used management tools in the world today.

The ISO 9000 series are based on seven quality management principles (QMP):

- QMP 1 – Customer focus
- QMP 2 – Leadership
- QMP 3 – Engagement of people
- QMP 4 – Process approach
- QMP 5 – Improvement
- QMP 6 – Evidence-based decision making
- QMP 7 – Relationship management

ISO 9001:2015 Quality management systems is a document available from the national standards organization in each country. Only ISO 9001 is directly audited against for third-party assessment purposes. Contents of ISO 9001:2015 comprises of leadership, planning, support. Operation, performance evaluation and continual improvement.

The standard follows Plan Do Check Act cycle in a process-based approach. ISO does not certify organizations themselves. Numerous certification bodies exist, which audit organizations and upon success, issue ISO 9001 compliance certificates. Both the accreditation bodies and the certification bodies charge fees for their services. The various accreditation bodies have mutual agreements with each other to ensure that certificates issued by one of the accredited certification bodies (CB) are accepted worldwide.

An organization applying for ISO 9001 certification is audited based on an extensive sample of its sites, functions, products, services, and processes. The auditor presents a list of problems (defined as "nonconformities", "observations", or "opportunities for improvement") to management. If there are no major nonconformities, the certification body issues a certificate. Where major nonconformities are identified, the organization presents an improvement plan to the certification body (e.g., corrective action reports showing how the problems will be resolved); once the certification body is satisfied that the organization has carried out sufficient corrective action, it issues a certificate. The certificate is limited by a certain scope (e.g., production of golf balls) and displays the addresses to which the certificate refers.

ISO9001 can be applied to all types of industry, especially healthcare, construction, transport, logistics and haulage, Information Technology, Telecommunications & Engineering.