

ISO 9001 Revision – Challenges and opportunities



Quality = ISO?

Consistence **Loyalty**

Good feeling **Accuracy**

Durability

Reliability **Simplicity**

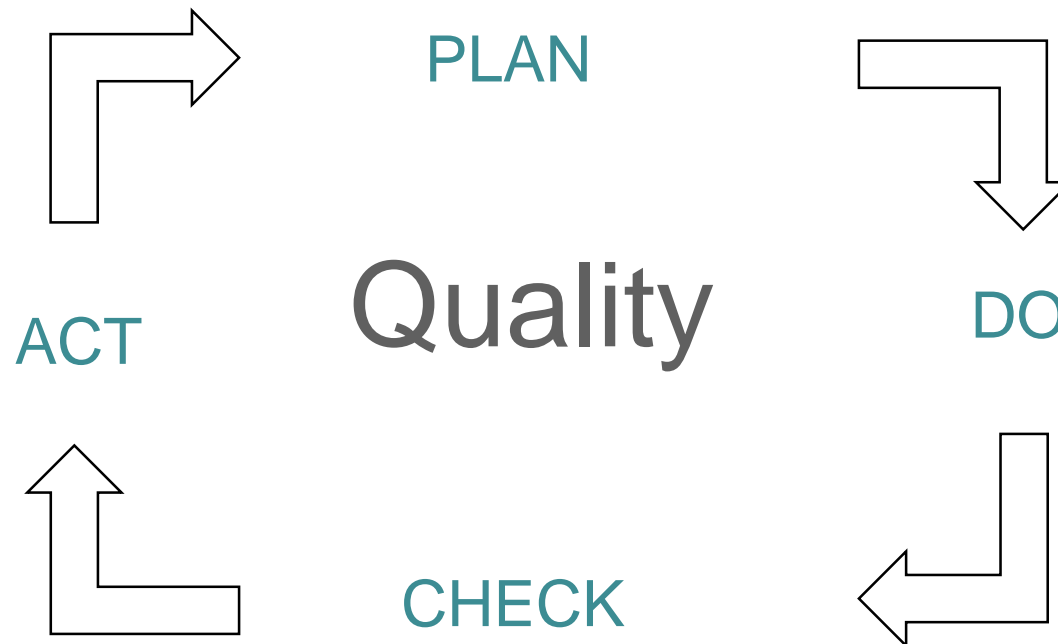
Resistance **Safety** **Competence**

Conformity

Cleanliness **Service** **Convenience**

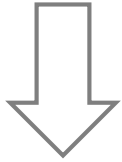
Kindness **Economy**

Quality Management – the Deming Circle



ISO 9001-:2015 High Level Structure

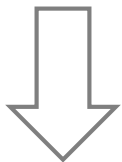
0 = Introduction; 1 = Scope; 2 = Normative references; 3 = Terms and definitions



4 Context of the organization

- Understanding the organization and its context
- Understanding the needs and expectations of interested parties
- Determining the scope of the management system
- Quality Managementsystem and its processes

PLAN



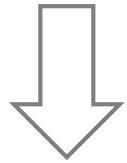
5 Leadership

- Leadership and commitment
- Policy
- Organization roles , responsibilities and authorities

6 Planning

- Actions to adress risks and opportunities
- Quality objectives and planning to achieve them
- Planning of changes

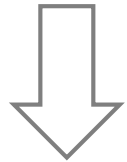
ISO 9001-:2015 High Level Structure



7 Support

- Ressources
- Competences
- Awareness
- Communication
- Documented Information

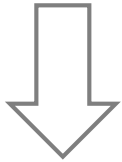
DO



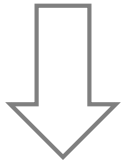
8 Operation

- Operational planning and control
- Requirements for products and services
- Design and development of products and services
- Control of externally provided processes, products and services
- Production and service provision
- Release of products and services
- Control of nonconforming outputs

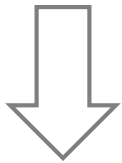
ISO 9001-:2015 High Level Structure



CHECK



ACT



9 Performance Evaluation

- Monitoring, measurement, analysis and evaluation
- Internal audits
- Management review

10 Improvement

- General
- Nonconformity and corrective action
- Continual improvement

Interestest Parties and their needs - are my Workflows clear enough?

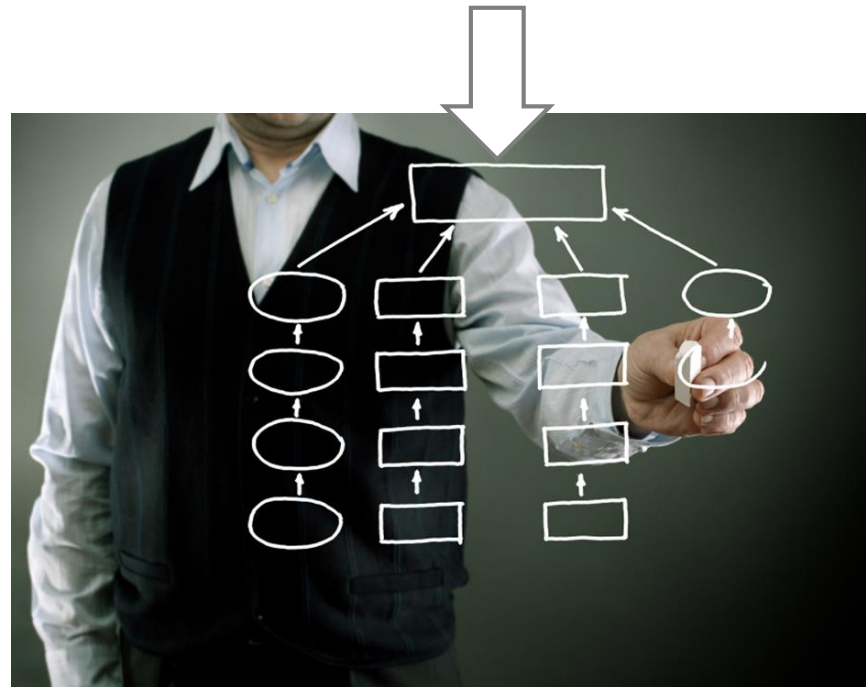
Requirements, Regulations, Expectations

ISO 9001-2008

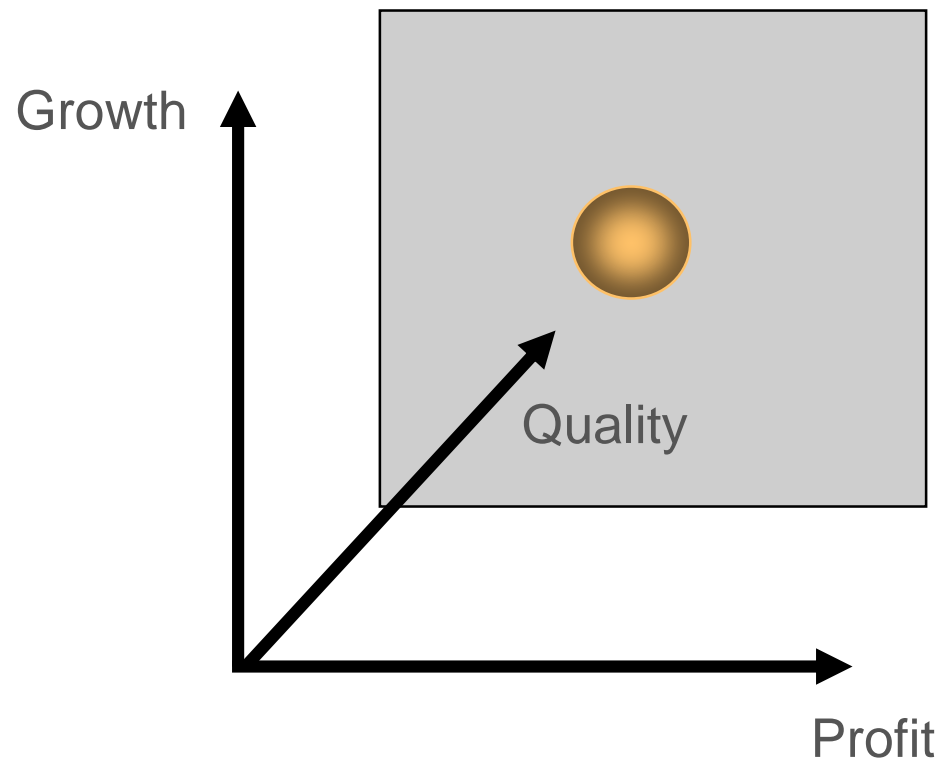
- Customers
- Society

ISO 9001-2015

- Customers
- Society
- Investors
- Employees
- Suppliers
-

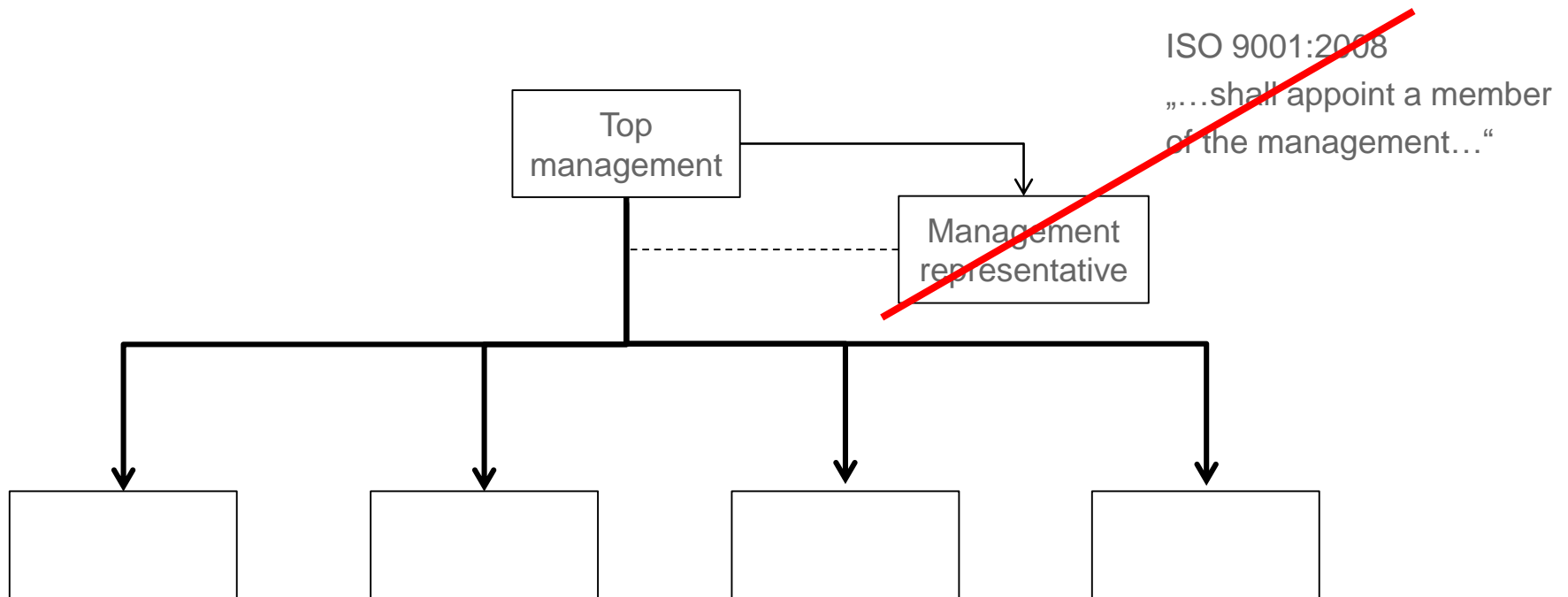


Quality Goals

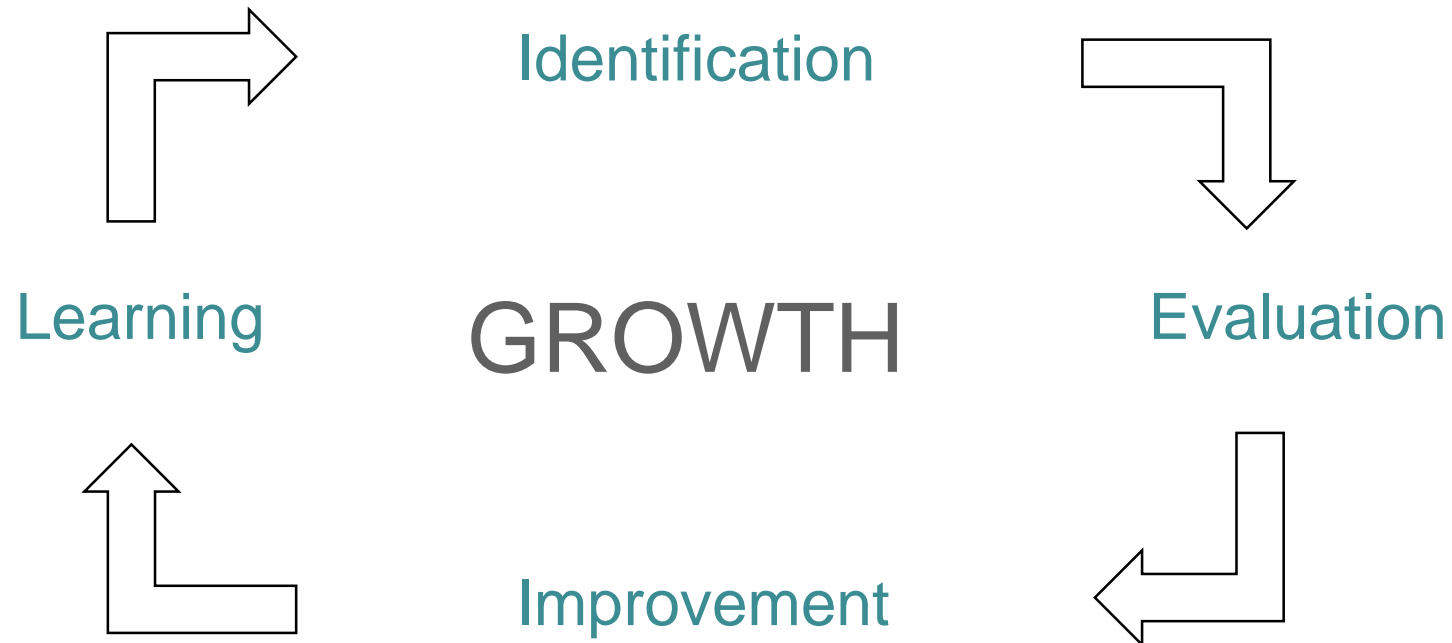


Specific
Measurable
Achievable
Relevant
Time-bound

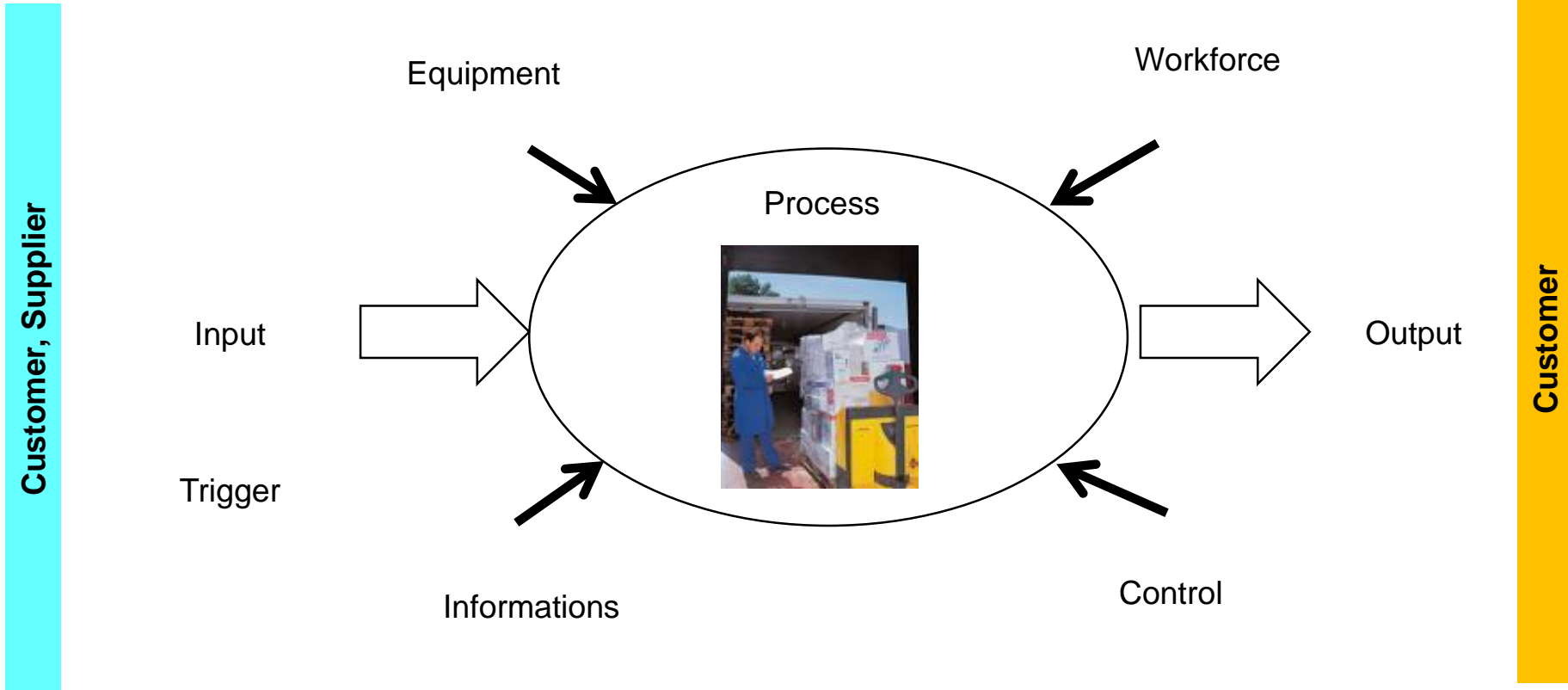
Quality management - Responsibility and authority



Growing by Riskmanagement



Risk analysis by Turtle Model

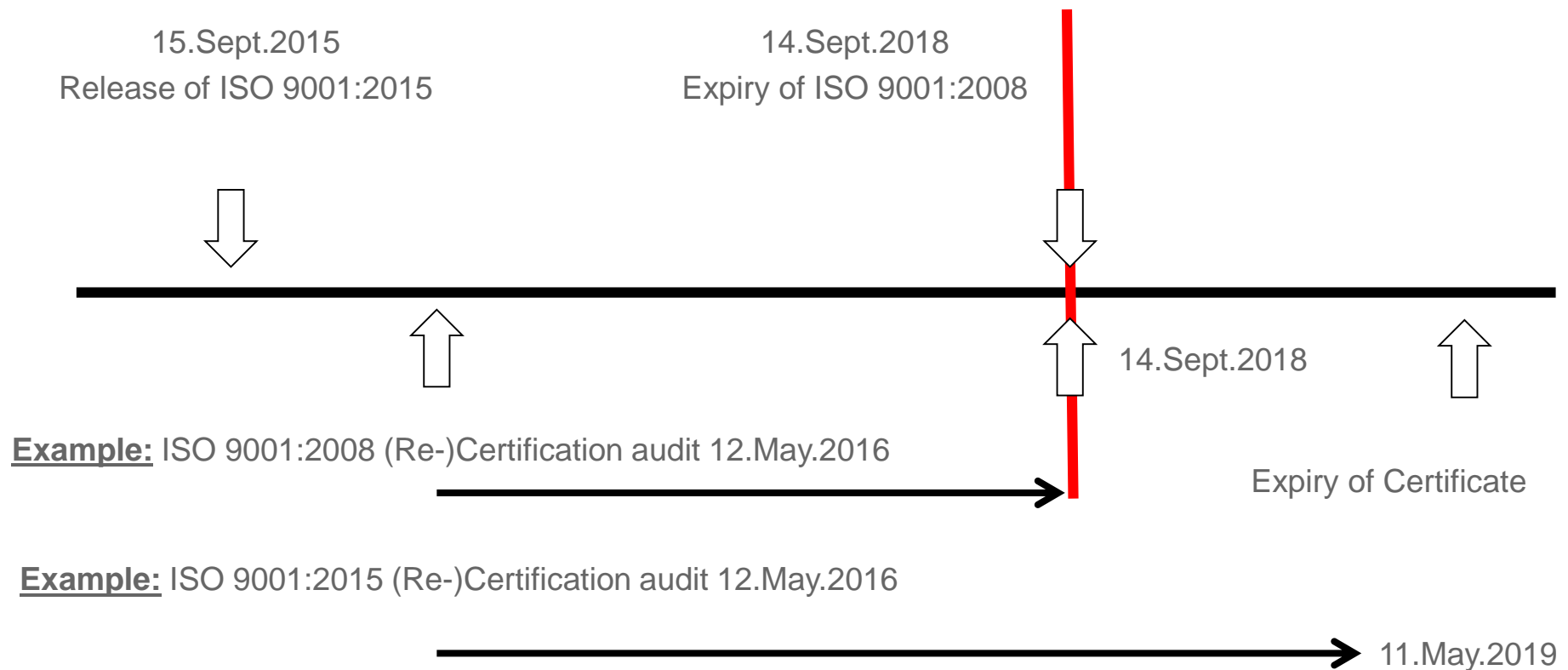


Risk management = Knowledge Management

Element	Deviations/ risks	Priority	Root causes	Preventive actions	Responsible	Deadline	Evaluation
Output	Wrong place						
Input	Quantity variance						
Time	Delays						
Individuals	Missing skills						
Equipment	Bad maintenance						
Informations	Checklist not readable						
control	Missing records						



ISO 9001:2015 Certification - Timeline



Urheberrecht und Disclaimer

- Keine Beratung, auch nicht diese Präsentation, ersetzt Ihr eigenes verantwortliches Handeln.
- Haftungsansprüche materieller Art, die durch die Nutzung oder Nichtnutzung der angebotenen Informationen bzw. durch die Nutzung fehlerhafter und unvollständiger Informationen verursacht werden, sind grundsätzlich ausgeschlossen.
- Das Werk und all seine Teile sind urheberrechtlich geschützt. Jede Nutzung in anderer als den gesetzlich zugelassenen Fällen bedarf der vorherigen schriftlichen Einwilligung des Autors.
- Hinweis zu 52 a UrhG: Weder das Werk noch seine Teile dürfen ohne eine solche Einwilligung kopiert, eingescannt, in ein Netzwerk eingestellt oder digital weitergegeben werden. Dies gilt auch für Intranets von Schulen oder sonstigen Bildungseinrichtungen.

Christian Zott; Blankenfelder Straße 17; D-13127 Berlin

Vielen Dank...

...für Ihre Seminarteilnahme und für Ihr Vertrauen.

Wir wünschen Ihnen viel Erfolg mit dem Erlernten
und hoffen, dass es Sie persönlich und beruflich weiterbringt.



Es grüßt Sie herzlich Ihr DEKRA Team.