

## **Welcome to ISO 9001:2015**

Our Company is working on becoming ISO 9001:2015 registered. This international standard provides for a Quality Management System that outlines some basic good business practices that we need to have in place.

By implementing a Quality Management System (QMS) that complies with ISO 9001:2015 we will be able to make our company run more efficiently, increase customer satisfaction and communicate to potential customers that we have good quality processes in place.

### **Surveyed ISO 9001 Registered Companies state that they have:**

- Higher customer satisfaction
- Increased profitability because of efficiencies
- Market advantages
- Improved communications
- Higher job satisfaction

### **What will employees need to do for the ISO 9001:2015 Quality Management System?**

First Management will be determining both the internal and external issues that are relevant to the QMS and will identify our “Key Processes”.

Those are the processes that affect the quality of our product and our services. Then they will determine how we will control these processes to make sure that we are all doing them the same way, and the best way our organization has identified.

Controlling the process means having documented information for the quality management system, and training

employees or finding other or best ways to make sure that the process is done consistently no matter who is doing it. This means that employees may be required to have certain training, or to follow specific work instructions.

Employees will also need to be aware of how their job affects the quality of our products and customer satisfaction.

### **ISO 9001 Highlights: Things that you will be hearing about as we proceed with this project....**

#### **Our Quality Policy**

We will identify our Quality Policy, and will be communicating it to all employees. It is important that all of us are aware of what this statement says about our company’s vision is for quality and for meeting customers’ expectations.

#### **Registration Audit**

To become ISO 9001:2015 registered, we will be audited by an independent Registrar. This Registration Audit will be done after we have set up processes to meet all the requirements of ISO 9001. The Registrar will send an auditor or audit team to come in to our facilities and evaluate the processes we have in place.

They will check to see if the processes meet the requirements of the standard, and to see if we are following the processes. If everything looks good, we will be recommended for registration and be recognized globally!



*Watch for our next newsletter for more introduction to ISO 9001:2015, what it will mean to you and your coworkers.*