



CUSTOMER SATISFACTION



BUSINESS CONTINUITY



SAFETY



SPEED TO MARKET



EFFICIENCY



FURTHER EXCELLENCE



SECURITY



COMPETITIVE ADVANTAGE



SUSTAINABILITY

INTRODUCTION TO ISO 9001 REVISION - COMMITTEE DRAFT

WHEN YOU NEED TO BE SURE

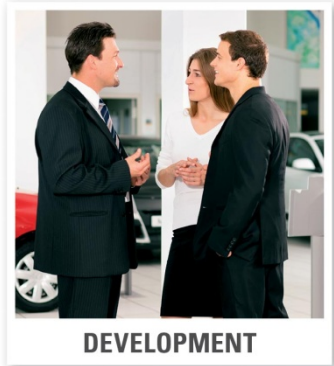


AGENDA

- Introduction
- Annex SL
- Changes to ISO 9001
- Future Development
- How SGS can support you

INTRODUCTION

- ISO 9001 Revision – Committee Draft
 - Issued 2013
 - Only the first stage in the revision process
- First Formal Draft (DIS) still to be issued
- Final Draft (FDIS) to follow
- Final Publication scheduled for 2015



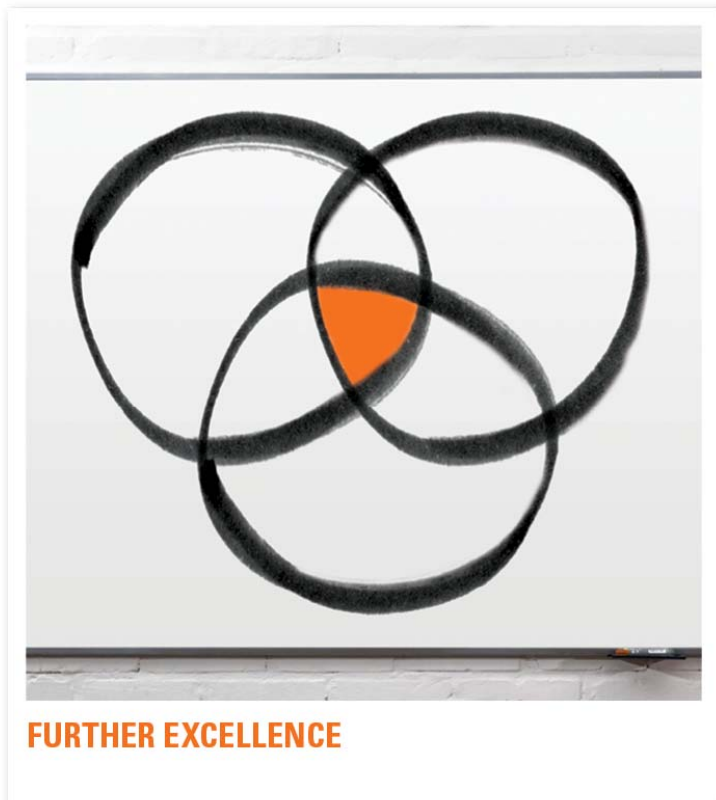
ANNEX SL

- Framework for all new and revised ISO Standards
- Standardized structure format
- Common text and requirements in many areas
- Will be used for ISO 9001 revision

ANNEX SL FRAMEWORK

1. Scope
2. Normative references
3. Terms and definitions
4. Context of the organization
5. Leadership
6. Planning
7. Support
8. Operation
9. Performance evaluation
10. Improvement

CHANGES ISO 9001



RISKS &
OPPORTUNITIES

EXTERNAL
PROVISION OF
GOODS AND
SERVICES

INTERESTED
PARTIES

PROCESS
APPROACH

COMPETENCE

OTHER
CHANGES

RISKS AND OPPORTUNITIES

- When planning for its Quality Management System, the organization would need to address the risks and opportunities that need to be addressed to ensure:
 - a) The QMS management system can achieve its intended outcome(s),
 - b) assure that the organization can consistently achieve conformity of goods and services and customer satisfaction,
 - c) prevent, or reduce, undesired effects, and
 - d) achieve improvement.

EXTERNAL PROVISION OF GOODS/SERVICES

- An organisation would be required to take a risk based approach to determine the type and extent of controls appropriate to all types of external provider and all external provision of goods and services.

This would apply irrespective of whether they were purchasing from a supplier, for example, or were outsourcing processes or functions, etc.

INTERESTED PARTIES

- An organization seeking to implement a Quality Management System would have to determine who are the 'interested parties' relevant to its QMS, as well as identifying what the requirements of those interested parties are. Interested parties would include:

direct customers and end users;

suppliers, distributors, retailers or others involved in the supply chain;

regulators and “any other relevant interested parties”

PROCESS APPROACH

- There would be a specific requirement for organizations to apply a process approach to their Quality Management System as well as a list of requirements identifying the essential elements of such an approach.
- Transforming 'inputs' into 'outputs'

COMPETENCE

- The organization implementing a Quality Management System would have to identify the 'competence' necessary for personnel doing work that affects its quality performance, as well as ensuring that those personnel are competent to do so.
- Identification, evaluation and approval

OTHER CHANGES

- 'Documented Information'
- 'Goods and Services'
- 'Preventive' Action
- 'Improvement'

- Exclusions

FUTURE DEVELOPMENT

- There is no guarantee that the changes proposed by the ISO 9001 Committee Draft will be adopted
- Current further development schedule:

Formal Draft (DIS)	- Q2 2014
Final Draft (FDIS)	- Q2 2015
Final Publication	- Q3 2015

HOW SGS CAN SUPPORT YOU



KNOWLEDGE

- Portfolio of training services
- Release of regular updates on the progress of ISO 9001 revision
- Able to support individual needs from SMEs to global organizations



EXPERTISE

WHY WORK WITH SGS?



FURTHER EXCELLENCE

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PROVIDER
OF AUDITS,
CERTIFICATION
AND
PERFORMANCE
ASSESSMENTS

LOCAL AND
INTERNATIONAL
**PROJECT
MANAGEMENT**

MOST WIDELY
ACCREDITED
CERTIFICATION
BODY

EXPERIENCED
AND **RESULTS-
ORIENTED**
AUDITORS AND
TUTORS

WORLDWIDE
NETWORK

IMPARTIAL AND
INDEPENDENT

SGS SOLUTIONS – BUILDING STAKEHOLDER VALUE

MANAGEMENT SYSTEMS COMPLIANCE

Audit and certification services for compliant processes and management systems

PERFORMANCE ASSESSMENTS

Tailored assessments for internal and external improvement and transparency

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