INTRODUCTION TO ISO 9001
REVISION - COMMITTEE DRAFT

FURTHER EXCELLENCE

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
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”
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

- 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
WHY WORK WITH SGS?

- **LARGEST PROVIDER OF AUDITS, CERTIFICATION AND PERFORMANCE ASSESSMENTS**
- **EXPERIENCED AND RESULTS-ORIENTED AUDITORS AND TUTORS**
- **LOCAL AND INTERNATIONAL PROJECT MANAGEMENT**
- **FURTHER EXCELLENCE**
- **WORLDWIDE NETWORK**
- **MOST WIDELY ACCREDITED CERTIFICATION BODY**
- **IMPARTIAL AND INDEPENDENT**
HOW WE BUILD STAKEHOLDER VALUE

**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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Learning and development solutions that transform people and businesses