



**CUSTOMER SATISFACTION**



**BUSINESS CONTINUITY**



**SAFETY**



**SPEED TO MARKET**



**EFFICIENCY**



**FURTHER EXCELLENCE**



**SECURITY**



**COMPETITIVE ADVANTAGE**



**SUSTAINABILITY**

## **ISO 9001 REVISION INTRODUCTION TO **ISO 9001: 2015****

**WHEN YOU NEED TO BE SURE**



- Introduction
- Structure and Terminology
- Changes to ISO 9001
- Future Developments
- How SGS can support you



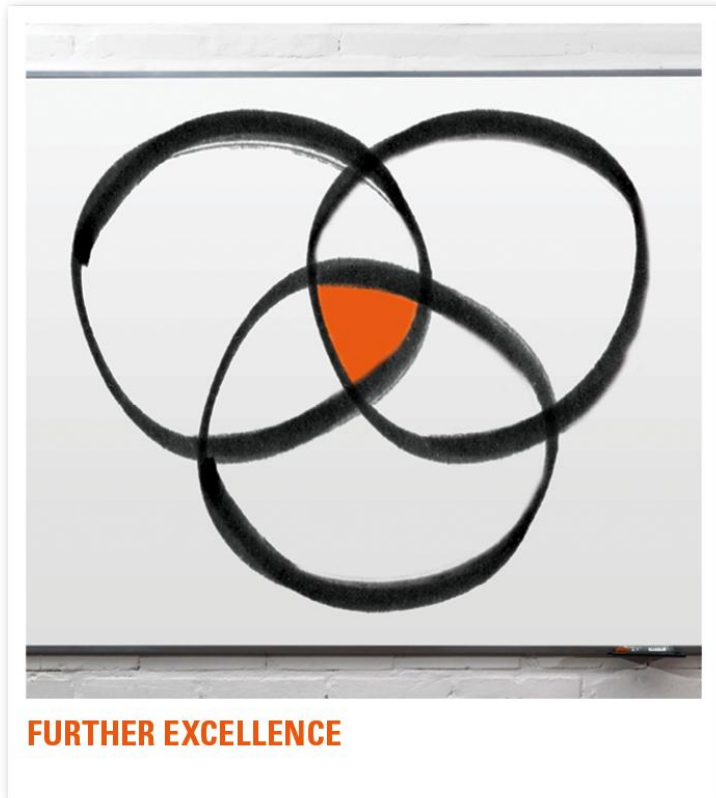
DEVELOPMENT

- ISO/DIS 9001
  - Issued May 2014
- ISO/FDIS 9001
  - Issued July 2015
- ISO 9001: 2015
  - Issued September 2015
  - Final stage in the revision process

- ISO 9001: 2015 adopts Annex SL Framework
- Standardized structure format
- Incorporates common
  - Definitions
  - Text and requirements in many areas

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

ISO 9001: 2008	ISO 9001: 2015
'Products'	'Products and services'
'Documentation' 'Records'	'Documented information'
'Work environment'	'Environment for the operation of processes'
'Purchased product'	'Externally provided processes, products and services'
'Supplier'	'External provider'
'Preventive Action'	N/A
'Exclusions'	N/A



**CONTEXT OF  
THE  
ORGANIZATION**

**INTERESTED  
PARTIES**

**LEADERSHIP**

**RISKS AND  
OPPORTUNITIES**

**DOCUMENTED  
INFORMATION**

**OTHER  
CHANGES**

- A Quality Management System (QMS) cannot exist in isolation
  - Internal and external issues
  - Interested parties
  - QMS scope of applicability
  - Risks and opportunities these represent



- Who are the 'interested parties' relevant to an organizations QMS?
- What are their needs and expectations?
- How does an organization establish who and what they are?
- What ongoing review of the 'who' and 'what' takes place?

- Now an emphasis on leadership rather than simply management
- More direct involvement in an organization's QMS
- Specific 'Management Representative' no longer required

- What risks and opportunities have the potential to impact (negatively or positively) on the operation and performance of an organization's QMS.
- What action needs to be taken to:
  - Remove or reduce risks
  - Take advantage of opportunities

## DOCUMENTED INFORMATION

- No longer any specific requirements relating to a Quality Manual or to documented procedures
- Terms 'documented procedure' and 'record' used in have both been replaced throughout ISO 9001: 2015 by the term 'documented information'

## OTHER CHANGES

- Process approach
- Competence
- Organizational knowledge
- External provision of goods and services
- Preventive action

## SUMMARY

- The ISO 9001: 2015 requirements encourage organizations to use more external focus in a broader risk-based approach to Quality Management
- Adoption of the Annex SL framework will help with alignment and integration of other management system standards
- Gives greater flexibility to individual organization's QMS structure and content

- Organizations already certified to ISO 9001:2008 will have three years in which to transfer to the new version of the Standard.
  - Based on the final publication date, this transition period would end September 2018.

- Training
  - ISO 9001: 2015
  - Annex SL – IRCA approved CPD course
  - Risk-Based Thinking –IRCA approved CPD course
  - Empowering Leadership
- Needs Assessment/Gap Analysis
- Certification





## WHY WORK WITH SGS?



**FURTHER EXCELLENCE**

**LARGEST**  
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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WHEN YOU NEED TO BE SURE

