



ISO 9001:2015 QUALITY MANAGEMENT SYSTEM (QMS)

A Guide to Clauses, Documentation, and
Certification Process

Non-Disclaimer Statement

The content and views expressed in this presentation are solely those of SA Tailored Solutions Pty Ltd. The information provided is based on our professional experience and expertise, and is intended for informational purposes only.

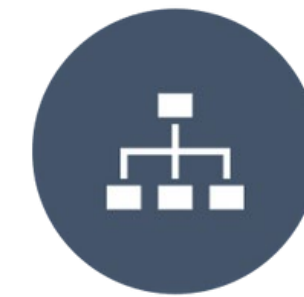
Introduction to ISO 9001:2015 (QMS)



ISO 9001:2015 is an international standard for a Quality Management System (QMS).



It provides a structured approach to consistently deliver high-quality services, ensuring client satisfaction and continuous improvement.



This standard applies to all **COMPANIES**, by establishing a framework to manage and improve processes effectively.

Clause 4 - Context of the Organisation

Purpose: Understand internal and external factors that affect the company's ability to achieve desired outcomes.



Key Requirements:

- Define internal and external issues relevant to the company.
- Understand the needs of interested parties (stakeholders, clients, regulators).
- Define the scope of the QMS, covering all consulting activities.



Application for a company:

- Conduct a SWOT Analysis to identify strengths, weaknesses, opportunities, and threats affecting consulting services.
- Perform a Stakeholder Analysis to ensure client needs and regulatory requirements are identified.



Supporting Documents:

- SWOT Analysis.
- PESTLE Analysis.
- Interested parties (internal & external).
- Risks and opportunities review.

Clause 5 - Leadership

Purpose: Ensure leadership commitment to the QMS and provide a clear direction for quality management.



Key Requirements:

- Establish and communicate the Quality Policy.
- Set quality objectives that reflect the company's commitment to delivering high-quality services.
- Assign roles and responsibilities for QMS implementation.



Application for a company:

- Create a Quality Policy emphasising the company's focus on client satisfaction and continuous improvement.
- Leadership must show commitment by participating in management reviews, internal audit and supporting QMS improvements.



Supporting Documents:

- Quality Policy.
- Management Review Meeting Minutes.
- Internal Audit Program & report findings.
- Organisational Chart.

Clause 6 - Planning

Purpose: Identify risks and opportunities, set measurable quality objectives, and plan actions.



Key Requirements:

- Implement risk-based thinking to manage risks affecting service delivery.
- Set measurable quality objectives (e.g., reduce project turnaround time, increase client satisfaction).
- Create action plans to address risks and opportunities.



Application for a company:

- Develop a Risk Management Plan to handle potential project risks such as delays or client dissatisfaction.
- Set quality objectives, such as improving project completion rates by 10% over the next year.



Supporting Documents:

- Risk and Opportunity Register.
- Quality Objectives and KPIs.
- Action Plan to Achieve Objectives.

Clause 7 - Support

Purpose: Provide the resources, training, and infrastructure needed for effective QMS operation.



Key Requirements:

- Ensure employees are competent and properly trained for their roles.
- Provide necessary resources (software, technology, etc.).
- Establish effective internal and external communications.



Application for a company:

- Develop a Training Plan to ensure workers are well-versed in the QMS and service delivery expectations.
- Implement resource planning to ensure the right tools and software are available for managing projects and ongoing works.



Supporting Documents:

- Training Records.
- Resource and Infrastructure Plan.
- Internal Communication Plan.

Clause 8 – Operation

Purpose: Plan and control service delivery to meet client and regulatory requirements.



Key Requirements:

- Plan the execution of consulting projects to ensure services are delivered effectively.
- Control external processes or providers (e.g., subcontractors).
- Ensure deliverables meet client expectations.



Application for a company:

- Use Project Management Plans to outline timelines, deliverables, and quality checks for each consulting engagement.
- Create Standard Operating Procedures (SOPs) for common work processes to ensure consistency.



Supporting Documents:

- Project Management Plans
- Standard Operating Procedures (SOPs)
- Client Contracts and Service Agreements

Clause 9 - Performance Evaluation

Purpose: Monitor, measure, and evaluate the effectiveness of the QMS.



Key Requirements:

- Conduct internal audits to check the QMS's compliance and performance.
- Track key performance indicators (KPIs), such as client satisfaction and project completion rates.
- Hold management reviews to assess the QMS's effectiveness and decide on improvements.



Application for a company:

- Regularly survey clients to assess their satisfaction with services company provides.
- Conduct internal audits to ensure all works/projects are managed according to the QMS.



Supporting Documents:

- Internal Audit Reports & Findings.
- Client Satisfaction Surveys.
- KPI Register/dashboard.
- Management Review Meeting Minutes & Actions.

Clause 10 – Improvement

Purpose: Continuously improve the QMS by addressing non-conformities and opportunities for improvement.



Key Requirements:

- Take corrective actions to address non-conformities (e.g., client complaints, work/project delays).
- Implement improvements based on feedback from audits, clients, and employees.



Application for a company:

- Use Corrective Action Reports to track and resolve issues that arise during works/operations/projects.
- Implement a Continuous Improvement Program where employees contribute suggestions for improving consulting processes.



Supporting Documents:

- Corrective Action Reports.
- Continuous Improvement Logs.
- Non-Conformance Reports.

Certification Process with a 3rd Party Provider e.g. Compass Assurance Services (CAS)

Certification Body: A third-party provider audits your Company QMS for compliance with ISO 9001:2015 elements/clauses.

Certification Process:

- **Stage 1 Audit:** Documentation review and QMS readiness assessment. Generally, this is 1 day depending on size of company based on headcount and products and services.
- **Stage 2 Audit:** On-site audit to verify the QMS is effectively implemented. Generally, this is 1 day depending on size of company based on headcount and product and services.
- **Certification:** Granted when compliance is achieved after Stage 2 audit.
- **Surveillance Audits:** Annual reviews to ensure continued compliance. This is the year following (Stage 1 & Stage 2 audit for obtaining ISO 9001:2015). Year 1 & Year 2 will be a 1-day surveillance audit and then Year 3 is a recertification audit.

Stage 1 Audit - Documentation Review & Stage 2 Audit - Implementation Review

STAGE 1

- **Purpose:** Ensure the QMS documentation is complete and aligned with ISO 9001:2015 requirements (elements/clauses 4 to 10).
- **Key Focus Areas:**
 - Review of documents such as the Quality Policy, objectives, procedures, risk assessments, and corrective actions.
 - Ensure the QMS is ready for implementation verification in Stage 2.
- **Outcome:** Identify and correct any documentation gaps before Stage 2.

STAGE 2

- **Purpose:** Verify that the QMS is fully implemented and operational.
- **Key Focus Areas:**
 - On-site evaluation of processes, procedures, and service delivery.
 - Interview senior leadership team along with SA Tailored Solutions consultant to verify understanding of and compliance with the QMS.
 - Review of internal audits, corrective actions, and improvement initiatives.
- **Outcome:** Certification is granted if the QMS is found to be effectively implemented and compliant.

Core & Compulsory Documents for ISO 9001:2015 Certification

Quality Policy

Purpose: The Quality Policy defines the company's commitment to meeting customer requirements and continually improving the QMS. This is a crucial document.

Requirements: It must be documented, communicated to all employees, and available to relevant interested parties.

Quality Objectives

Purpose: The Quality Objectives must be aligned with the Quality Policy and should be measurable, relevant, and reviewed regularly.

Requirements: Must include objectives at relevant functions and levels within the company (e.g., reducing defect rates, improving customer satisfaction).

Quality Management Plan (QMP)

The Management Plan outlines the processes, procedures, and responsibilities required to ensure that a company consistently meets defined quality standards.

Its purpose is to provide a structured approach to maintaining quality throughout all stages of production or service delivery, ensuring customer satisfaction and regulatory compliance. The plan typically includes key elements such as quality objectives, roles and responsibilities, monitoring and measurement processes, and continuous improvement strategies.

Next steps



01

How can SA Tailored Solutions Pty Ltd assist you with achieving ISO9001:2015, 3rd party certification and maintaining and improving this ongoing?

02

Do you have any questions?



Thank You

www.satailoredsolutions.com.au

PAUL ALBANESE
(DIRECTOR)



PAUL@SATAILOREDSOLUTIONS.COM.AU



+61 419 815 542