ISO 9001
for quality management

What is ISO 9001?

ISO 9001 is the international standard for quality management. A management system provides an organization with direction in establishing processes and objectives. Quality is the extent to which the entire set of properties of a product and/or service meets the customer's requirements and expectations. The ISO 9001 standard sets requirements for the quality management system to meet customer wishes and requirements, improve regulations, performance and customer satisfaction and respond to opportunities and risks.

For whom?

There is no legal obligation to comply with the ISO 9001 standard. The standard is applicable to any organization. The standard is seen as a benchmark for transparency and reliability. That is why an ISO 9001 certificate is often required in tenders. Clients want to do business with a reliable supplier. Organizations that often participate in tender assignments can therefore achieve an award advantage by opting out ISO 9001 to certify. When organizations are intrinsically motivated to professionalize and grow, ISO 9001 also offers a good solution. The standard ensures that organizations continue to focus on professionalization and improvement.

What are the advantages?

The following benefits are known from a quality management system in accordance with ISO 9001:

- Consistently meeting customer wishes and requirements
- Demonstrate compliance with legislation and regulations
- Increase customer satisfaction
- Providing insight into the opportunities and risks that arise in the organisation in the field of quality
- Continuous improvement through the Plan-Do-Check-Act cycle
- Higher turnover. Research (implementation and impact of ISO 9001, Başak Manders) shows that 60% of companies that successfully implement have implemented a quality management system to achieve a higher turnover

How is the standard structured?

The ISO 9001 standard is structured according to the High Level Structure (HLS). This means that the standard consists of a basic structure with core requirements that all ISO management system standards must meet. ISO 9001 therefore has the same chapters paragraph division as for example ISO 14001, ISO 45001 and ISO 27001. This structure makes it easy to integrate different standards into one management system.
In addition, the standard also follows Deming's circle for continuous improvement, also known as the Plan-Do-Check-Act cycle (PDCA cycle). The steps in this cycle are:

- **Plan.** In this step, the quality objectives are determined. In addition, it is determined which processes, measures and resources are required to achieve these objectives. To determine this, a risk analysis is carried out, among other things. Plan covers Chapter 4 'Context of the organization', Chapter 5 'Leadership' and Chapter 6 'Planning' of the ISO 9001 norm.
- **Do.** This step is about implementing the processes and measures that are planned established. In other words, the execution. For example, DO looks at what resources and people (knowledge) are needed to carry out the project measures. But awareness and communication are also part of this. This step is covered in Chapter 7 'Support' and Chapter 8 'Implementation'.
- **Check.** The check checks whether the measures (plan) have actually and correctly been implemented (do). The processes and results are monitored and measured. This step consists of, among other things, theInternal Auditand the Management Review. This section is covered in Chapter 9 'Performance Evaluation'.
- **Act.** In this step, (corrective) measures for improvement are implemented based on the results from the check. This is to continue to meet customer requirementscustomer satisfaction to improve. Act covers Chapter 10 'Improvement' of the standard.

What does certification entail?

Have you implemented the quality management system? The organization can then apply for certification. Certification means that a Certification Body (CB) checks whether the organization's management system meets the requirements of the standard. The certification audit consists of two phases. It is phase 1 preliminary investigation. During this phase, the CB determines whether the organization is ready for the certification audit. For example, documents and the internal audits and Management Review are checked. In addition, the plan for the certification audit is drawn up. The certification audit is phase 2. During this phase, it is actually tested in practice whether the quality management system meets the requirements of the standard. The auditor shares an audit report with the findings. If the organization meets the requirements of the standard, then it becomes ISO 9001 certificate issued. The certificate is valid for three years. A control audit must be carried out in the two following years. After three years, a more extensive recertification audit must be carried out, in which the entire management system is re-examined. The certificate is then reissued.

Questions? Please contact your local QHSE Officer or the QHSE manager