



SPIFFY CONSULTANCY SERVICES

(a unit of SPIFFY MULTI SERVICES)

ISO 9001 : 2015

QUALITY MANAGEMENT SYSTEM

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INTRODUCTION

- **ISO 9001 : 2015 Certification has been in position for over a decade at once and is put upon by both customers and companies as a method of holding their quality.**
- **The standard offers a model to deal your business and assure a philosophy of continual improvement in all prospects of your business**
- **Adoption of ISO 9001 : 2015 helps improve overall performance and provide a sound basis for sustainable development initiatives.**



PRINCIPLES of ISO 9001 : 2015

- **Customer focus**
- **Leadership**
- **Engagement of people**
- **Process approach**
- **Improvement**
- **Evidence – based decision making**
- **Relationship management**



Who uses ISO 9001 : 2015 ?

- **ISO 9001 : 2015 can be used by various organizations like MNC to local small community groups.**
- **The standard is the first interface of call for nearly all organizations, large / small, public / private, that have determined to strengthen, streamline or inspect their management routines.**
- **It can be exploited to concentrate improving performance in a specific performance in a specific department, plant or site. Nonetheless., it is broadly most efficient when applied throughout an organization at every level.**



Requirements of ISO 9001 : 2015 ?

- **Clause No. 1 : Scope**
- **Clause No. 2 : Normative References**
- **Clause No. 3 : Terms & definitions**
- **Clause No. 4 : Context of the organization**
 - ❖ **To determine the issues, address risk and opportunities. Includes requirements for Quality manual, maintaining documented information.**
- **Clause No. 5 : Leadership**
 - ❖ **Establishment of quality policy and quality objectives, promotion of customer focus, commitment to continual improvement.**



Requirements of ISO 9001 : 2015 ?

➤ Clause No. 6 : Planning

- ❖ Establishment of quality objectives, achievement of quality objectives, actions to address risk and opportunities.**

➤ Clause No. 7 : Support

- ❖ Provide resources needed for establishment, maintenance including infrastructure, people and working environment.**



Requirements of ISO 9001 : 2015 ?

➤ Clause No. 8 : Operation

- ❖ Determine requirements for products and services, review of the products and services, design and development, inputs, control of externally provided processes products and services, non-conforming outputs.**

➤ Clause No. 9 : Performance Evaluation

- ❖ Evaluation of conformity of products and services, degree of customer satisfaction, conducting internal audit & management review at planned intervals.**



Requirements of ISO 9001 : 2015 ?

- **Clause No. 10 : Improvement**
 - ❖ **Reaction, reviewing, determining the cause of non-conformity. Corrective actions for non-conformities.**



Benefits of ISO 9001 : 2015 ?

- **Acts as an “Organizational Memory”**
- **Organization becomes “System dependent” rather than “People dependent”**
- **Consistent approach among the employees**
- **Framework to improve the knowledge of the people**
- **Reduction in Cost, waste etc.,**
- **Reduction in reworks & rejections**
- **Improved Customer satisfaction**
- **Systematic approach of problem solving**
- **Increased Customer confidence**



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THANK YOU