



Mongolia:
Enhancing Resource
Management through
Institutional Transformation

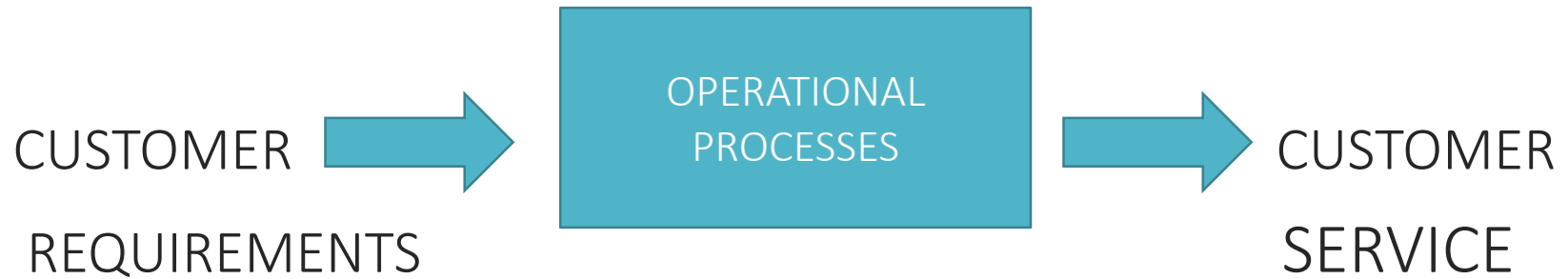


OPERATION (CLAUSE 8)

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OPERATIONAL PROCESSES



8.1 Operational planning and control

Sub clause 4.4

QMS processes determined



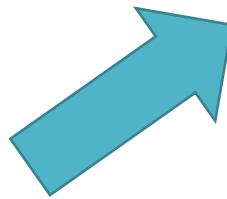
Clause 8

Plan, implement & control
the processes determined
in 4.4

Implement action for
addressing risks &
opportunities from 6

Clause 6

Action determined



8.2 REQUIREMENTS FOR PRODUCTS AND SERVICES

8.2.1 CUSTOMER COMMUNICATION

- INFORMATION, QUESTIONS, FEEDBACK (INCLUDING COMPLAINTS), CONTROL OF CUSTOMER PROPERTY, CONTINGENCY PLAN

8.2.2 DETERMINING THE REQUIREMENTS FOR PRODUCTS OR SERVICES

- Ensure your Tuv Aimag meets the requirements offered to your citizen: regulatory requirements & fulfill the claim

8.2.3 REVIEW OF THE REQUIREMENT FOR PRODUCTS & SERVICES

- 8.2.3.1 Review before commitment (delivery date, post-delivery activities)
- 8.2.3.2 Retained the review results

8.2.4 CHANGES TO REQUIREMENTS

- Ensure relevant documentation is changed

8.3 DESIGN AND DEVELOPMENT OF PRODUCTS AND SERVICES

- This clause is an example of exclusion (not applicable at Tuv Aimag). It is established at Dornod Aimag that D & D do not apply, because these activities are not at the Aimag level. The D & D activities (Ex: law elaboration) are performed at the National level.

8.4 CONTROL OF EXTERNALLY PROVIDED PROCESSES, PRODUCTS AND SERVICES

- 8.4.1 Tuv Aimag to establish criteria to evaluate, select, monitor & re-evaluate external provider
- 8.4.2 Control: define type of control – process, output.

8.4.3 Information for external providers

- Define type of processes, products, services needed, approval, specific method, release.
- Competence, interactions, control & monitoring, verification and validation

8.5 PRODUCTION AND SERVICE PROVISION

- 8.5.1 Service provision under controlled conditions: availability of documented information, monitoring and measuring resources, adequate infrastructure and environment, competent persons, validation, actions to prevent human error and the implementation of release, delivery and post-delivery activities.
- 8.5.2 Identification and traceability: traceability of the output
- 8.5.3 identify, verify, protect customers' or external providers' property.

8.5.4 Preservation

8.5.5 Post delivery activities: regulatory requirements, potential undesired consequence associated with the service , lifetime & customer requirements and feedback.

8.5.6 Control changes.

8.6 RELEASE OF SERVICES

- Verify requirements have been met.
- Retained documented information on evidence of conformity & traceability of the person authorizing the release.

8.7 CONTROL OF NON-CONFORMING OUTPUTS

8.7.1 Correction, segregation, informing customer, obtaining authorization for acceptance under concession.

8.7.2 **Retained documented information** non-conformity, action taken, concession if applicable, authority deciding .

QUESTION?

➤ **WISHING YOU A SUCCESSFUL ISO
9001:2015 JOURNEY**

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