MERIT

Mongolia:
Enhancing Resource
Management through
Institutional Transformation

QUALITY MANAGEMENT SYSTEM
ISO 9001:2015

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QMS

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ORIGIN

ISO 9001 originates from the International Organization for Standardization in Geneva.

ISO 9000 series => created in 1979 by the formation of a technical Committee with participants from 20 countries. (TC 176)

"ISO" = Greek word meaning " equal " => the intent of the standard is to make comparisons between companies equal.

Certification => ISO 9001

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EVOLUTION

❑ 1st Edition 1987

❑ 2nd Edition 1994

❑ 3rd Edition 9001:2000

❑ 4th Edition 9001:2008

❑ 5th Edition 9001:2015

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Quality Assurance

Employee   Inspection   End of production

Quality Management

Management   Process   Each step

MAIN OBJECTIVES

❑ **CONTINUAL IMPROVEMENT**

❑ **CUSTOMER SATISFACTION**
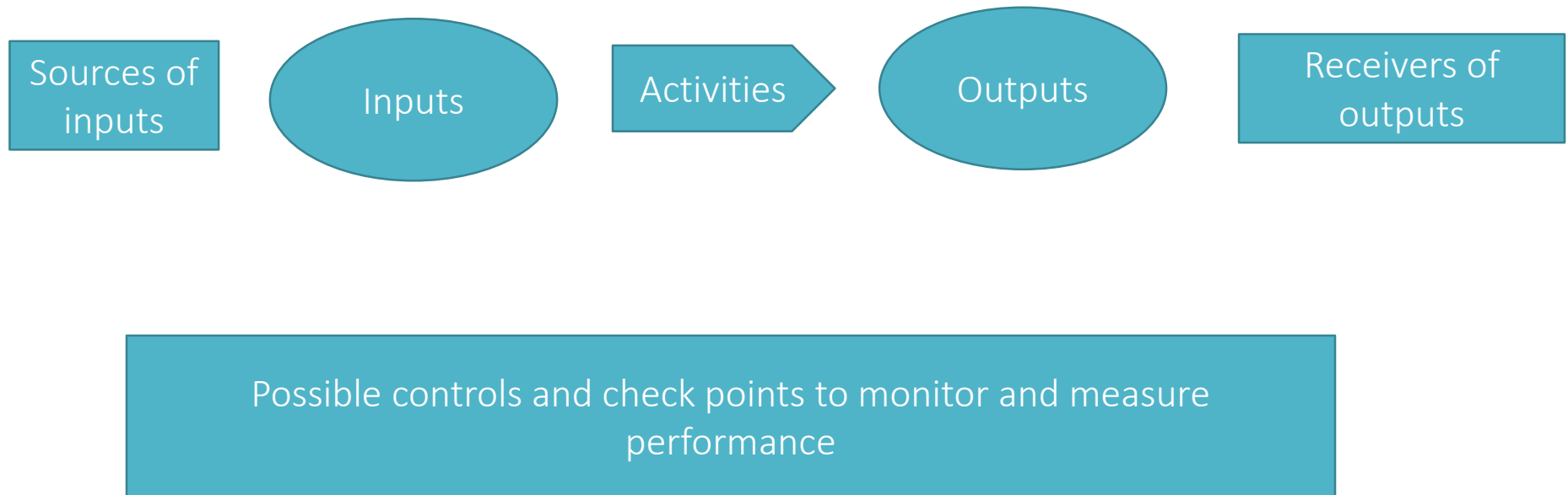
(including internal customer)

APPLICATION

✓ **All requirements of the ISO 9001 standard are generic and applicable to your QMS.**

✓ **Conformity to this standard may only be claimed if the requirements determined as not being applicable do not affect the organization's ability or responsibility to ensure the conformity of its products and services and the enhancement of customer satisfaction (clause 4.3) (justification needed).**
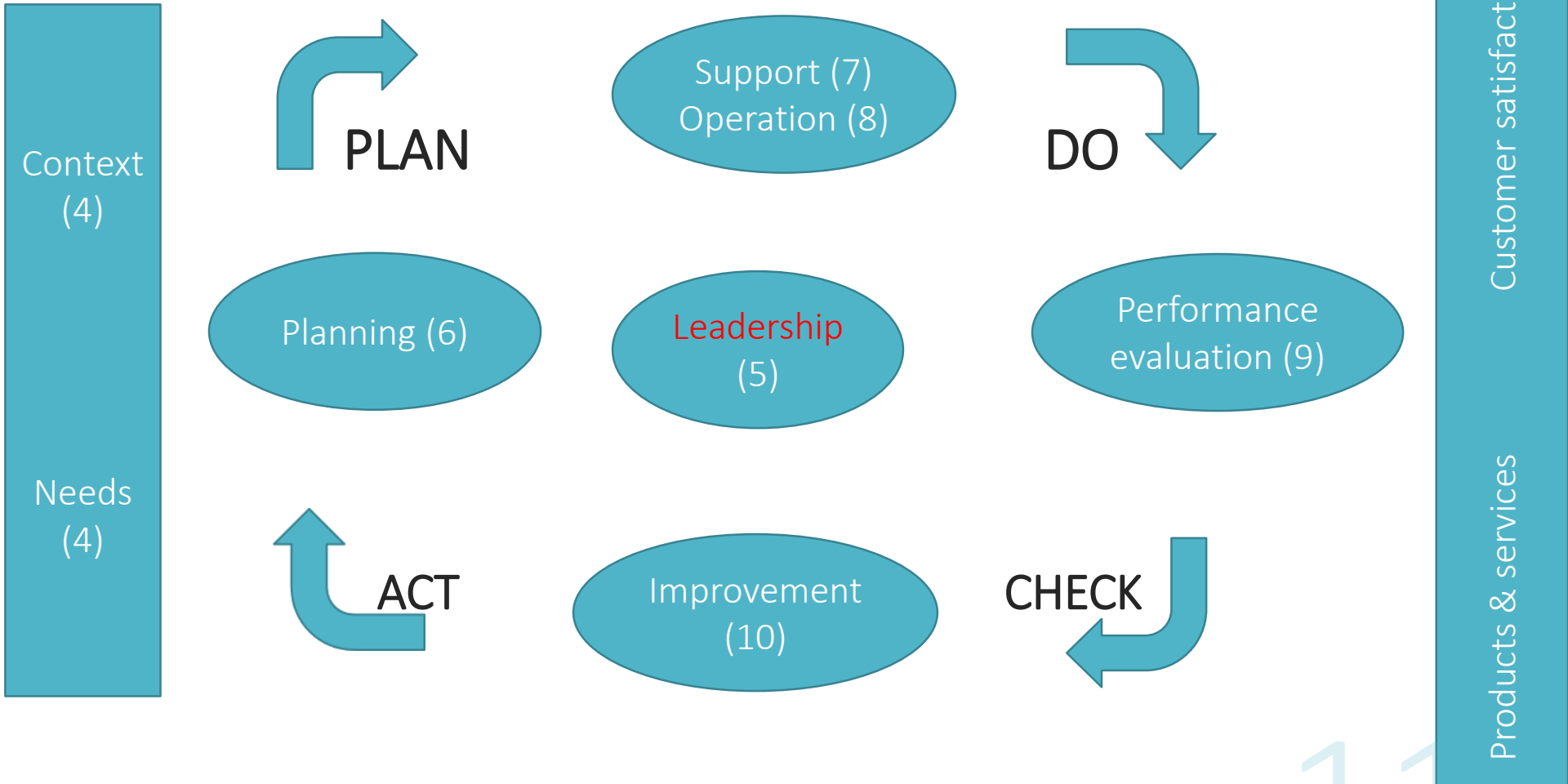
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ISO 9001:2015 STANDARD STRUCTURE

1. **Scope**

2. **Normative references**

3 **Terms et definitions**

4. **Context of the organization**

5. **Leadership**

6. **Planning**

7. **Support**

8. **Operation**

9. **Performance evaluation**

10. **Improvement**

PROCESS APPROACH

Sources of inputs → Inputs → Activities → Outputs → Receivers of outputs

Possible controls and check points to monitor and measure performance

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QMS *(4)* ---- PDCA

Context (4)

Needs (4)

PLAN

Support (7)
Operation (8)

DO

Planning (6)

Leadership (5)

Performance evaluation (9)

ACT

Improvement (10)

CHECK

Customer satisfaction

Products & services

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RISK-BASED THINKING

➢ *PLAN AND IMPLEMENT ACTIONS TO ADDRESS RISKS AND OPPORTUNITIES*

✓ *Increasing the effectiveness of QMS*

✓ *Achieving improved results and preventing negative effects.*

THE SEVEN QUALITY MANAGEMENT PINCIPLES

- Customer Focus

- Leadership

- Involvement of People

- Process Approach

- Continual Improvement

- Factual Approach to Decision Making

- Relationship Management

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IMPLEMENTING ISO 9001:2015

ı) PLANNING

➢ **Gap analysis**

➢ **Leadership**

➢ **Business context (SWOT) & interested parties**

➢**Process map & scope**

➢**Internal risks**

➢**Objectives (SMART)**

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II) QUALITY SYSTEM DEVELOPMENT

- ➢ **Quality manual**

- ➢ **Employee awareness**

- ➢ **Services issues**

- ➢ **Procedures revisions**

- ➢ **Corrective actions**

- ➢ **Customer satisfaction**

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III) QUALITY SYSTEM ASSESSMENT

➤ **Non-conformity and continual improvement**

➤ **Management review**

➤ **Internal audit training**

➤ **Internal audit**

➤ **Adjustment of processes & objectives**

➤ **Selection of registrar**

➤ **Registrar's official initial audit**

➤ **Certificate**

➤ **Surveillance annual audit**

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CERTIFICATE PROCESS

✓ **Implementation of QMS (1 – 1.5 year)**

✓ **Selection of Registrar (3 years contract)**

✓ **Registrar's official initial Audit**

✓ **Certificate**

✓ **Surveillance annual Audits**

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POTENTIAL BENEFITS

- **Provide products and services that meet customer and regulatory requirements**

- **Facilitating opportunities to enhance customer satisfaction**

- **Adressing risks and opportunities associated with its context and objectives**

- **Ability to demonstrate conformity to specified QMS requirements.**

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POTENTIAL BENEFITS

An efficient Quality System:

- **Ensure adequate organisational structure**
- **Roles, responsibilities, functions, well defined**
- **Documented and efficient procedures**
- **More operational discipline**
- **Activities better defined**
- **Adequate training**

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POTENTIAL BENEFITS

An efficient Quality System:

✓ **Measuring tools**

✓ **Reduced operating costs - through continual improvement of processes and resulting operational efficiencies**

✓ **Customer satisfaction - through delivery of products and services that consistently meet customer requirements**

✓ **Ability to win more business - particularly where procurement specifications require certification as a condition to supply**

✓ **Proven business credentials - through independent verification against recognized standards**

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POTENTIAL BENEFITS

Client's benefit

- ✓ **Ensure quality of services**
- ✓ **Cost reduction of their inspection**
- ✓ **Time reduction**

Supplier's benefit

- ✓ **Access to client that require certification as a condition to supply**
- ✓ **Improved relationship customer – supplier (partnership)**

QUESTIONS?

THANK YOU