

Productivity Improvement Network Inc.

TYPICAL STEPS to ISO 9000 IMPLEMENTATION

Phase 1 - PREPARATION

Step 1: EDUCATE



Explain to leaders and direct participants:

- 1: ISO 9000 – what it is, the fit with operations and the benefits that can come from Registration.
- 2: The Registration process – selecting a Registrar, what they do and the re-certification process.
- 3: Implementation Steps – how an ISO 9000 project can be structured, the steps, resources and critical components for Registration.

Step 2: GAP ANALYSIS or SURVEY



A survey or assessment of current status conducted in two critical areas.

- 1: Status against ISO 9001 – what is in place, what needs to be added? This determines the scale of work needed (workload)
- 2: Organizational readiness for a project of this type – history and internal skills for management of change. This determines the nature and type of skills needed (capability).

Step 3: CHOOSE TEAMS



Establish the number and scope of each organization/ISO 9000 team. Appoint a Process Owner (Team leader) to each team. Explain to the teams their tasks, responsibilities and likely time commitments.

And at the same time.....

Step 4: PLAN



Establish a project plan with project organization, communications, controls and monitoring/reporting processes. Communicate this to the organization.

Phase 2 - ACTION

Step 5: DEFINE PROCESSES (design the documents & procedures)



Chart, document, issue, learn, use in a trial mode the documents then measure their effectiveness. Improvements and final drafts approved. Teams also establish a clear communication/training plan for roll-out of the new documents to employees.

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Step 7: IMPLEMENT



Formal release and implementation of the documented quality system for routine business use. Management announce that the quality system is now company policy and to be followed.

Step 8: TRAIN EMPLOYEES



Roll-out orientation and skill training for employee groups in the overall quality system and relevant sections of the quality manual.

Phase 3 - VALIDATION

Step 9: CONDUCT INTERNAL AUDITS & REVIEWS. FIND IMPROVEMENTS



Formally test the effectiveness of the system through the conduct of internal audits. Formal Management reviews look at the effectiveness of the system from audit results, corrective actions reports and customer surveys. Teams work on structured improvement projects to improve effectiveness.

Phase 4 - REGISTRAR AUDIT

Step 10: TEST COMPLIANCE – RESULT ANNOUNCED by REGISTRAR



Registrar performs a final and full audit of operations to determine if the actual practice follows planned methods as defined in the documents. Interviews will involve about 20% of employees at significant operational locations. The recommendation for Registration will be announced at the closing meeting. The ISO 9000 certificate follows in about 6 weeks.

Step 11: CELEBRATION!



Company and employees celebrate success. Marketing / Business Development promote success to current and potential clients, to partners and to local community.