

ISO 9001:2008: Introduction to the Requirements

Introduction to the Requirements of ISO 9001:2008

The ISO 9001 Standard is organized in five sections or 'Clauses'

Section 4: Quality Management System

Section 5: Management Responsibility

Section 6: Resource Management

Section 7: Product Realization

Section 8: Measurement Analysis and Improvement

Section 5: Management Responsibility

Throughout our ISO 9001:2008 implementation project Management will have specific responsibilities. In addition to establishing the Quality Policy, Management will be setting Quality Goals and Objectives. These will help us measure and improve the performance of our QMS. Goals and objectives will be established at many different levels of the company. As we progress, you will hear more about goals specific to your area or department.

Management has also designated a "Management Representative". Every ISO 9001:2008 registered company has a Management Representative that is responsible for leading the implementation project, reporting to management on the performance of the QMS, and promoting awareness of customer requirements throughout the organization. Our Management Representative is:

Fill in your Management Rep name here



Management Review

Management will also be holding regular meetings to evaluate how the QMS is working. When the QMS is complete, processes will be monitored, progress towards quality goals will be measured, and management will hold Management Review meetings to see how the QMS is working and how it can be improved.

During these meetings management will look at:

- Data on how processes are working throughout our company
- Action items for improvement of processes and the QMS
- Follow-up on action items from previous management review meetings
- Planned changes that could affect the Quality Management System
- The Quality Policy

Customer Satisfaction

Management will be working to ensure that customer requirements are determined and met to enhance customer satisfaction.