

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 8: Measurement, Analysis and Improvement

This section is the key to continually improving our QMS and our business as a whole. The processes for Section 8 ensure that we measure how things are working, analyze the information, and make improvements.

Measuring Customer Satisfaction

Our emphasis is always on meeting customer requirements. We need to get feedback on what the customer thinks. Do they think that we met their requirements? We measure and monitor customer satisfaction so we can identify improvement opportunities.

Internal Audits

We will conduct "Internal Audits" on a regular basis to measure and monitor how the Quality System Processes are working. This means that a team of our employees will evaluate processes in a specific area of the company. They will look at the planned, documented processes and see if the work is being done accordingly. They will see if the documented process is consistently leading to quality product, and meeting customer and quality requirements.

Control of Nonconforming Product

Any time that product does not meet requirements, whether it is in-process product or finished product, it will need to be controlled so it does not continue on to the customer. Our nonconforming product procedure describes how we control our nonconforming product. All employees are responsible for following this procedure when they identify product that does not meet requirements.

Corrective and Preventive Action

When something is not working well, when a process does not meet requirements, when a condition does not allow you to make consistently good quality product, it is time to fix the problem. Our process for identifying problems and their solution is "Corrective Action". We use this procedure to find the real cause of the problem and eliminate that cause. Anyone that sees a problem can start a corrective action. If you see something that may cause a problem in the future, you can initiate a "Preventive Action" to eliminate the cause of that potential problem.

For more information read these related procedures:

Management Responsibility	P-500
Customer Related Processes	P-720
Monitoring, Measuring and Analysis of Customer Satisfaction	P-821
Internal Audits	P-822
Monitoring and Measuring of Product and Realization Processes	P-824
Control of Nonconforming Product	P-830
Corrective Action	P-852
Preventive Action	P-853

