

ISO HOW AND WHY ?

Gary Tichnell
Manager, Process and Product Control
Northrop Grumman Corporation
Advanced Technology Lab
410-765-0807
gary.tichnell@ngc.com

1

ISO HOW AND WHY ?

- **ISO - THE ORGANIZATION**
 - HISTORY
 - DAILY EFFECTS ON US
 - WHAT THEY DO AND DO NOT DO
 - MEMBERSHIP
 - ISO 9001
 - ISO 14001

ISO HOW AND WHY ?

- **ISO 9001-2000 – IMPLEMENTATION**
 - Challenges
 - Strategies
 - Approaches in QMS Registration

•ISO 9001 and ISO 14001 - In Brief

4

ISO is a network of the national standards institutes of 156 countries, on the basis of one member per country, with a Central Secretariat in Geneva, Switzerland, that coordinates the system.

ISO is a non-governmental organization: its members are not, as is the case in the United Nations system, delegations of national governments.

Nevertheless, ISO occupies a special position between the public and private sectors. This is because, on the one hand, many of its member institutes are part of the governmental structure of their countries, or are mandated by their government. On the other hand, other members have their roots uniquely in the private sector, having been set up by national partnerships of industry associations.

Therefore, ISO is able to act as a bridging organization in which a consensus can be reached on solutions that meet both the requirements of business and the broader needs of society, such as the needs of stakeholder groups like consumers and users.

ISO 9001 and ISO 14001 - In Brief

• What is ISO?

- *The International Organization for Standardization*
- Established in 1947
- Has published more than 15,000 International Standards.
- Currently an association of approximately 149 National Standards Bodies
 - Each represent their own country
- Employs a system of Technical Committees, Sub-committees and Working Groups to develop International Standards

5

Because "International Organization for Standardization" would have different abbreviations in different languages ("IOS" in English, "OIN" in French for *Organization internationale de normalization*), it was decided at the outset to use a word derived from the Greek isos, meaning "equal". Heretofore, whatever the country, whatever the language, the short form of the organization's name is always ISO.

How it all started

ISO was born from the union of two organizations. One was the ISA – (INTERNATIONAL FEDERATION OF THE NATIONAL STANDARDIZING ASSOCIATION), established in NEW York in 1926, and administered from Switzerland. The other was the UNSCC (United Nations Standards Coordinating Committee), established only in 1944, AND ADMINISTERED IN London. International standardization began in the electrotechnical field: the International Electrotechnical Commission (IEC) was established in 1906. Pioneering work in other fields was carried out by the International Federation of the National Standardizing Associations (ISA), which was set up in 1926. The emphasis within ISA was laid heavily on mechanical engineering. ISA's activities came to an end in 1942.

In 1946, delegates from 25 countries met in London and decided to create a new international organization, of which the object would be "to facilitate the international coordination and unification of industrial standards". The new organization, ISO, officially began operations on 23 February 1947. At the London conference in 1946, Geneva was elected by a majority of one vote as headquarters of ISO.

Besides the National Standards Bodies, ISO permits other international organizations that develop standards to participate in its work, by accepting them as Liaison members. ISO works in accordance with an agreed set of rules of procedure, the ISO/IEC Directives, which also include requirements on the presentation of standards.

ISO is not an auditor, assessor, registrar, or certifier of management systems, products, services, materials or personnel, nor does it endorse any such activities performed by other parties. ISO develops International Standards but does not operate any schemes for assessing conformity with them

ISO 9001:2000 and ISO 14001:2004 certificates are issued independently of ISO by more than 750 certification bodies worldwide, although the organization does develop voluntary standards and guidelines to encourage good practice by these certification bodies.

ISO has **no plans to merge the ISO 9000 and ISO 14000 families** and is nevertheless sensitive to the needs of users who wish to implement both quality and environmental management systems.

Therefore, the ISO technical committees **ISO/TC 176 (responsible for ISO 9000) and ISO/TC 207 (responsible for ISO 14000)** have an ongoing collaboration to achieve a **high degree of compatibility** between the two families of standards to facilitate their implementation by user, either as side-by-side systems, or as integrated management systems.

ISO 9001 and ISO 14001 - In Brief

- Examples from many areas of life and work showing how ISO standards provide technical, economic and social benefits:

Animals
Audiovisual
Cards
Children
Complaints handling
Computers
Construction
Country and currency codes
Cranes
Date and time
Drawings
Electronic archiving
Environmental management
Ergonomics
Fasteners
Food safety
Freight containers
Gas
Libraries
Measurement

Medical devices
Multimedia
Music
Older persons
Packaging
Paper sizes
Personal financial planning
Personal identification number (PIN)
Petroleum
Plugs and sockets
Quality management
Road vehicles
Ships
Sports equipment
STEP
Symbols (graphical)
Textile labeling
Water
Wine tasting glass

6

ISO standards are developed according to the following principles:

Consensus

The views of all interests are taken into account: manufacturers, vendors and users, consumer groups, testing laboratories, governments, engineering professions and research organizations.

Industry-wide

Global solutions to satisfy industries and customers worldwide.

Voluntary

International standardization is market-driven and therefore based on voluntary involvement of all interests in the market-place.

ISO 9001 and ISO 14001 - In Brief

- ISO 9000 and ISO 14000 is made up of members which are divided into three categories:
 - MEMBER BODY
 - CORRESPONDENT MEMBER
 - SUBSCRIBER MEMBER

7

MEMBER BODY - A *member body* of ISO is the national body "most representative of standardization in its country". Only one such body for each country is accepted for membership of ISO.

USA is a member body represented by *ANSI*

CORRESPONDENT MEMBER – A *correspondent member* is usually an organization in a country which does not yet have a fully-developed national standards activity. Correspondent members do not take an active part in the technical and policy development work, but are entitled to be kept fully informed about the work of interest to them.

SUBSCRIBER MEMBER - Established for countries with very small economies. Subscriber members pay reduced membership fees that nevertheless allow them to maintain contact with international standardization

ISO 9001 and ISO 14001- In Brief

- **ISO 9001 and ISO 14001 standards are implemented by:**
 - **over 760,900 organizations**
 - **in 154 countries**

8

Who?

In the ISO system, **ISO standards are developed by national delegations of experts from business, government and other relevant organizations. They are chosen by the ISO members - the national standards institutes participating in the technical committee concerned - and are required to present a national consensus position based on the views of stakeholders in their country.**

In 1979, a new ISO technical committee was approved: ISO/TC 176, Quality management and quality assurance. Initially, 20 member countries decided to become active participants (P-members) in the work of this new committee and another 14 countries opted to follow the work as observers (O-members). Today, the number of countries participating in ISO/TC 176 is 69, with another 18 as observers. The new committee set to work and, in 1986, had completed its first standards. Published in the early part of 1987, these standards were known as the ISO 9000 series.

ISO's national members pay subscriptions that meet the operational cost of ISO's Central Secretariat. The subscription paid by each member is in proportion to the country's Gross National Income and trade figures. Another source of revenue is the sale of standards the operations of ISO Central Secretariat represent only about one fifth of the cost of the system's operation. The main costs are borne by the member bodies which manage the specific standards' development projects and the business organizations which provide experts to participate in the technical work. These organizations are, in effect, subsidizing the technical work by paying the travel costs of the experts and allowing them time to work on their ISO assignments

How ISO decides what standards to develop

Working through the ISO system, it is the sectors which need the standards that are at the origin of their development. What happens is that the need for a standard is felt by an industry or business sector which communicates the requirement to one of ISO's national members. The latter then proposes the new work item to ISO as a whole. If accepted, the work item is assigned to an existing technical committee. Proposals may also be made to set up technical committees to cover new scopes of activity. In order to use resources most efficiently, ISO only launches the development of new standards for which there is clearly a market requirement

ISO has three general policy development committees and their job is to provide strategic guidance for the standards' development work on cross-sectoral aspects. They are: CASCO (conformity assessment); COPOLCO (consumer policy), and DEVCO (developing country matters). These committees help to ensure that the specific technical work is aligned with broader market and stakeholder group interests

ISO standards are developed by technical committees comprising experts from the industrial, technical and business sectors which have asked for the standards, and which subsequently put them to use. These experts may be joined by others with relevant knowledge, such as representatives of government agencies, testing laboratories, consumer associations, environmentalists, academic circles and so on. The experts participate as national delegations, chosen by the ISO national member institute for the country concerned

ISO 9001 and ISO 14001 - In Brief

- The ISO 9000 family is primarily concerned with "quality management". This means what the organization does to fulfill:
 - - *the customer's quality requirements, and*
 - *applicable regulatory requirements, while aiming to,*
 - *enhance customer satisfaction, and*
 - *achieve continual improvement of its performance in pursuit of these objectives.*

ISO 9001 and ISO 14001 - In Brief

- The ISO 14000 family is primarily concerned with "environmental management". This means what the organization does to:
 - *minimize harmful effects on the environment caused by its activities, and to,*
 - *achieve continual improvement of its environmental performance.*

10

ISO 14000 grew out of ISO's commitment to support the objective of "sustainable development" discussed at the United Nations Conference on Environment and Development, in Rio de Janeiro, in 1992.

Who?

ISO launched the new technical committee, ISO/TC 207, *Environmental management*, in 1993. However, this was preceded by an intensive consultation process, carried out within the framework of the ISO/IEC Strategic Advisory Group on Environment (SAGE), set up in 1991, in which 20 countries, 11 international organizations and more than 100 environmental experts participated in defining the basic requirements of a new approach to environment-related standards

ISO itself does not carry out conformity assessment. However, in partnership with IEC (**International Electrotechnical Commission**), ISO develops ISO/IEC guides and standards to be used by organizations which carry out conformity assessment activities. The voluntary criteria contained in these guides and standards represent an international consensus on what **constitutes best practice**. Their use contributes to the consistency and coherence of conformity assessment worldwide and so facilitates trade across borders.

ISO's technical committees have formal liaison relations with some 580 international and regional organizations, which complement this impressive network and which, together with the network of its national members, is key for the global relevance, actual use and recognition of its Standards by the market forces and the general public.

Basic information is provided for each **technical committee (TC)**, listed in numerical order, with **subcommittees (SC)** and **working groups (WG)**. The list begins with JTC 1, the Joint ISO/IEC Technical Committee established in 1987. The ISO technical committees are assigned numbers in order of their establishment, from TC 1 in 1947 to TC 227 in 2004

ISO 9001 and ISO 14001 - In Brief

- Neither ISO 9000 nor ISO 14000 are product standards
- The vast majority of ISO standards are highly specific to a particular product, material, or process
- However, the standards that have earned the ISO 9000 and ISO 14000 families a worldwide reputation are known as "*generic management system standards*".

ISO 9001 and ISO 14001 - In Brief



Challenges, Strategies and Approaches in QMS Registration

13

Challenges, Strategies and Approaches in QMS Registration

ISSUES YOU WILL Encounter

– DEALING WITH CHANGE

- Do You Have Total Management Commitment and Involvement ?
- Has a Strategic Plan been Created ?
- Budget
- Plans to Satisfy the Overall Objective
- Has a Schedule Been Created for the Plan ?
- Be Realistic on How Long It's Going to Take
- Maintain the Schedule

14

WHAT IS THE ORGANIZATION TRYING ACCOMPLISH?

DETERMINE, GO AHEAD AND GET IT DONE.

SHOULD BE TRYING TO INTEGRATE INTO THE FABRIC OF THE ORGANIZATION A MANAGEMENT SYSTEM THAT MAKES SENSE AND WILL EITHER ENHANCE THEIR PROFIT OR ACHIEVE THEIR GOALS IN A WAY THAT WILL SATISFY THEIR CUSTOMERS. IT HAS TO BE SET UP TO DRIVE FOR CONTINUAL IMPROVEMENT AS A MATTER OF PROCESS NOT AS MATTER OF SOMETHING THEY HAVE TO THINK ABOUT ALL THE TIME

It is effective to take the approach of dividing up the project tasks and documentation by department or area that has the most responsibility for the particular process or set of tasks. (For example, purchasing) Then assign a team of 3 to 5 people to complete the task. Completing the task would usually consist of the team meeting and:

1. Review the standard and sample procedure
2. Outline the current process and determine how to make additions or changes to meet the requirements of the standard.
3. Document the new process using the sample procedure and making edits.
4. Make sure all associated forms, records and files are established.
5. Train employees that will be working with or affected by the procedure.

After all the task are completed (processes documented and implemented) you will want to run the system for approximately 3 months to collect records, you are then ready for your Registration Audit.

Challenges, Strategies and Approaches in QMS Registration

DEALING WITH CHANGE

- **Personnel Issues**
 - Why Are We Doing This?
 - Why Do I Have to be Involved ?
- **Involve The Employees**
 - Explain Purpose of the QMS Process
 - Expectations
 - Schedule Importance
 - The Auditing process
 - Employees Are Not Aware of Progress
- **COMMUNICATE and COMMUNICATE OFTEN !!**

15

PEOPLE WILL NOT WANT TO BUY IN ON THE PROJECT UNLESS THEY KNOW WHAT IT MEANS TO THEM AND THEIR JOB

EXPLAIN WHY ISO IS IMPORTANT TO THE COMPANY

EXPLAIN HOW IT WILL MAKE THEIR JOB EASIER

EXPLAIN HOW THEIR JOB WILL BE DIFFERENT AND STILL BE THE SAME

UNDERSTAND EMPLOYEES WILL FEEL THREATENED

REMOVE THE THREAT

INVOLVE ALL EMPLOYEES IN THE DEVELOPEMENT PROCESS

As the project goes on the Employees hear less and less about progress

It appears only those involved are aware of progress

It appears the project has come and gone

New processes are only documents, not a change in practice

Challenges, Strategies and Approaches in QMS Registration

QMS CONSIDERATIONS

- Do Not Make the System too Complicated
 - It Will Quickly Become Stagnant
- Do Not Expect It to be Perfect Immediately
- Get Employee Feedback - Very Important
 - *Most Valuable Tool Of the Entire Process*
- Consider Establishing a Steering Committee for Schedule, Procedural / Documentation Issues and Other Log Jams
- Consider a Consultant to Help Interpret The Standard if You Are Unsure

16

It may be the ideal system but it is not a reflection of what is actually done.

Employees know more about their job than any one. Test the waters for procedural compliance.

You Will be Surprised in findings.

A STEERING COMMITTEE CAN INTERVENE WHEN OVERLAPPING PROCESSES ARE NOT COORDINATED, TEAMS GOING IN DIFFERENT DIRECTIONS

PUT BACK ON TRACK

USE OF A CONSULTANT AS A COACH CAN HELP MEET SCHEDULE AND REDUCE LOG JAMS

ASSURE CONSULTANT IS IN AGREEMENT WITH YOUR SELECTED REGISTRAR

Challenges, Strategies and Approaches in QMS Registration

STRATEGIES and APPROACHES

- Perform Your Own Self- Assessment
 - Be Tough on Your Self
 - Document ALL Findings
 - List Them (Pareto) "*Hopeless to Best*"
- Contract for Independent Assessment
 - Use of the Registrar You Plan on Utilizing
 - Utilize the Maryland ISO Consortium
 - Compare These Findings Against Your Own
 - Utilize Them as Tools for Creating YOUR QMS

17

GAP ASSESSMENT

Challenges, Strategies and Approaches in QMS Registration

STRATEGIES and APPROACHES

- **Documentation Methodology and Strategy**
 - **Only Six Procedural Requirements for ISO 9001:2000**
 - 4.2.3 Control of Documents
 - 4.2.4 Control of Records
 - 8.2.2 Internal Audit
 - 8.3 Control of Nonconforming Material
 - 8.5.2 Corrective Action
 - 8.5.3 Preventive Action
 - **Approach**

18

Flow Charts are a good start in this endeavor

TRAINING IN SIMPLE FLOWCHARTIN TECHNIQUES

ASK EMPLOYEES TO FLOW CHART WHAT THEY ARE DOING
TODAY REGARDLESS OF EXISTING PROCEDURES

DONT HAVE PERSONNEL WITHOUT INTIMATE KNOWLEDGE
GENERATING PROCEDURES FOR AREAS THEY HAVE NO
DEALINGS WITH

KISS

WHY USE 10 WORDS WHEN ONE WILL DO ?

"THE PROCEDURES CONTAINED HEREIN ARE APPLICABLE TO
ALL OPERATIONS IN THE FOLLOWING DEPARTMENTS WITHIN
THEIR FUNCTIONAL AMBIT."

MAKE PROCEDURES USER FREINDLY.

AVOID TOO MUCH DETAIL

REMEMBER HERE THE GOAL IS CONSISTENCY FOR PROCESS

Challenges, Strategies and Approaches in QMS Registration

STRATEGIES and APPROACHES

- **Training**
 - **Who, What , When , Where and How ?**
 - **Did You Budget for It ?**
- **Schedule**
- **Corrective and Preventive Action Program**
 - **Type of Program ?**
 - **Type of Escalation ?**
- **Make Sure All Associated Forms, Records and Files are Established.**

Challenges, Strategies and Approaches in QMS Registration

STRATEGIES and APPROACHES

– Lead Assessor Training

- How Many ?
- Internal or External Training ?
- Did you Budget for It
- Schedule

– Does Training Coincide With Registration Process ?

20

CONSORTIUM REQUIRES AT LEAST ONE - BY THEM OR
INDEPENDENT - CHEAPER BY CONSORTIUM. Consortium Contact:
Gene Ritz of the Maryland ISO Consortium phone number is 301-869-
6760

Challenges, Strategies and Approaches in QMS Registration

STRATEGIES and APPROACHES

- **Internal Auditors**
 - **How Many ?**
 - **Internal or External Training ?**
 - **Internal - Who Develops Training Program ?**
 - ❖ **Who Trains ?**
 - **External**
 - ❖ **Who**
 - ❖ **Schedule**
 - ❖ **Budget**
 - **Does Training Coincide With Registration Process ?**
 - **Development and Administration of Internal Audit Plan**
 - **Complete One Complete Cycle of Internal Audits Before Registration Audit.**

21

ASSURE INTERNAL AUDITS ARE EFFECTIVE

CORRECTIVE AND PREVENTIVE ACTIONS TAKEN WHEN
NECESSARY

Challenges, Strategies and Approaches in QMS Registration

STRATEGIES and APPROACHES

- **Training Of General Population on ISO**
 - When?
 - By Who?
 - Budgeted?
 - **Appointment Of ISO Coordinator**
 - **Appointment Of ISO Management Representative**
 - **Schedule / Frequency of Management Reviews**
 - Content
 - Contributors

22

Consider introduction training at on set

provide training just prior to registration audit to re-enforce and assure personnel are ready.

Challenges, Strategies and Approaches in QMS Registration

SELECTION OF REGISTRAR

• BASIC'S YOU MUST CONSIDER

– MOST IMPORTANT DECISION YOU WILL MAKE !

- >72 ANSI- RAB NAP APPROVED QMS REGISTRARS
- Site Map – Registrar Directory
 - <http://www.anab.org/com>
 - It Pays to “Shop Around” for a Registrar
 - Do Not take the First One That Comes Along
 - Talk to at Least Three Registrars
 - Generate a List of Questions for Interview
 - ✦ Maryland ISO Consortium Has an Excellent Checklist
 - Ask for References If Not Offered
 - Request Resumes of the Proposed Audit Team



23

A certification/registration body (CRB), also known as a registrar, is a third-party company that is contracted to evaluate the conformance of an organization's management systems to the requirements of the appropriate standard(s) and issue a registration certificate.

What is accreditation?

Accreditation is the means used by an authoritative body (such as the ANSI-RAB National Accreditation Program) to give formal recognition that an organization (such as a CRB) is competent to carry out specific tasks. Accreditation, which is strictly voluntary, provides assurance to a CRB's customers that the CRB continues to operate according to internationally accepted criteria.

Accreditation relates to the work of the NAP in providing a measure of control over the activities of accredited management systems CRBs. Accreditation bodies approve CRBs as competent to carry out registration of management systems; for quality management systems, the CRB is qualified for specified business sectors.

72 RAB QMS, 38 EMS APPROVED REGISTRARS TODAY

400,000 registration certificates issued around the world.

150 countries

NORTH AMERICA:

US,CANADA, MEXICO >50,000 THIRD PARTY REGISTRATIONS

HELD BY GOV. AGENCIES- NASA,US BUREAU OF ENGRAVING-,AUTO,
SHIP,DEFENSE,MEDICAL,SERVICE, SOFTWARE MFGS.

9000-2000 –53716 - IN NORTH AMERICA - US –23759, CN –7134, MX.- 1249 (WORLDWIDE – 43449)

1400 –5437- IN NORTH AMERICA – US –3729 CN – 1286 MX – 422 (WORLDWIDE – 7869)

ARE PROPOSED AUDITORS EXPERIENCED IN YOUR FIELD ?

ADD QUESTIONS PERTINENT TO YOUR NEEDS TO CONSORTIUM QUESTIONS

How often are accredited CRBs re-examined?

Accreditations are valid for four years. Surveillance audits are routinely conducted by the NAP six months after accreditation has been granted, and then on the first, second, and third anniversaries of the initial accreditation. A complete reassessment is required every four years

International Accreditation Forum (IAF) is a membership group of accreditation bodies from throughout the world. The American National Standards Institute (ANSI), in consultation with RAB, represents the United States in IAF. 28 COUNTRIES maintain IAF Multilateral Recognition Arrangements (IAF MLAs)

Challenges, Strategies and Approaches in QMS Registration

REGISTRAR OVERVIEW

- **Det Norske Veritas Certification, Inc.**
 - Yehuda Dror
 - 16340 Park Ten Place
 - Suite 100
 - Houston TX 77084
 - United States
 - Phone : 281-721-6818
 - Fax : 281-721-6903
 - Other qualifications :
 - AS9000
 - AS9100
 - QS-9000
 - QS-9000 TE Supplement
 - TL 9000
 - Web site : www.dnvcert.com
 - E-mail : yehuda.dror@dnv.com
- **Scope Categories :**
 - 2 - Mining and Quarrying
 - 6 - Wood and Wood Products
 - 7 - Pulp, Paper and Paper Products
 - 8 - Publishing Companies
 - 9 - Printing Companies
 - 10 - Coke and Refined Petroleum Products
 - 12 - Chemicals, Chemical Products and Fibers
 - 13 - Pharmaceuticals
 - 14 - Rubber and Plastic Products
 - 15 - Non-metallic Mineral Products
 - 16 - Concrete, Cement, Lime, Plaster, etc.
 - 17 - Basic Metals and Fabricated Metal Products
 - 18 - Machinery and Equipment
 - 19 - Electrical and Optical Equipment
 - 20 - Ship Building
 - 21 - Aerospace
 - 22 - Other Transport Equipment
 - 23 - Manufacturing Not Elsewhere Classified
 - 24 - Recycling
 - 29 - Wholesale and retail trade; repair of motor vehicles...
 - 31 - Transport, Storage and Communications (L)
 - 34 - Engineering Services
 - 35 - Other Services (L)

Challenges, Strategies and Approaches in QMS Registration

SELECTION OF REGISTRAR

- **BASIC'S YOU MUST CONSIDER**
 - **It Pays to "Shop Around" for a Registrar**
 - **Do Not take the First One That Comes Along**
 - **Talk to at Least Three Registrars**
 - **Generate a List of Questions for Interview**
 - Consortium Has an Excellent Checklist
 - **Ask for References If Not Offered**
 - **Request Resumes of the Proposed Audit Team**

25

Like most of life's major purchases for the home or business, it pays to shop around for an ISO 9000 registrar. Don't just settle for the first one that comes along without doing some investigating. Ask for and check references. Request the resumes of the registrar's proposed audit team. You are the customer. Registrars are there to provide a service to you. Make sure you get what you pay for. Most important, don't let price alone be the deciding factor. Look for the added value.

Challenges, Strategies and Approaches in QMS Registration

SELECTION OF REGISTRAR

▪ CONSIDERATIONS IN REGISTRAR SELECTION

- Years of experience as an ISO 9001 registrar
- Number of SCOPE Categories (40 Different Scopes)
- Your client or customer recommendations
- References provided by the registrar
- Industry experience, background and expertise
- If accredited, is the registrar approved for work in your field of business (Scope Category 40 listings))
- Scheduling Issues, ability in meeting your time frame
- All aspects of the registrar's fee schedule
- *Your comfort level* in establishing a long term relationship with a particular registrar

26

ASSURE YOU UNDERSTAND THE REGISTRARS FEE SCHEDULE

You must be comfortable with your Registrars relationship -
IT IS A THREE YEAR MINIMUM TERM.

Challenges, Strategies and Approaches in QMS Registration

SELECTION OF REGISTRAR

- **YOU Are Their Customer**
 - Registrars Are There to Provide a Service to **YOU**
 - Don't Let Price be a Deciding Factor
 - Make Sure You Get What You Paid For
 - Assure Both Parties Are in Agreement on Contract Terms and Conditions
 - Look for Value Added
 - "You Get What You Pay For!"

27

Is the registrar willing to help in documentation, training, problem resolution

GO OVER CONTRACT AGREEMENT BEFORE SIGNING AN ASSURE BOTH PARTIES ARE IN AGREEMENT WITH EACH OTHERS EXPECTATIONS.

Challenges, Strategies and Approaches in QMS Registration

ARE YOU READY TO START THE QMS PROCESS ?

- REGISTRAR HAS BEEN SELECTED**
- BE REALISTIC ON HOW LONG IT IS GOING TO TAKE**
- COMMUNICATE**
 - Be Honest
 - Keep Employees Informed
- TRAIN ALL EMPLOYEES**
- INVOLVE THE PEOPLE PERFORMING THE PROCESS**
- DO NOT HAVE BLINDERS ON PROCESS ATTAINMENT**
 - Entertain Change
 - Network With Your Customers
 - Maryland Consortium Partners

Challenges, Strategies and Approaches in QMS Registration

- **ARE YOU READY TO START THE QMS PROCESS?**
- **REMEMBER THE QMS SYSTEM CANNOT BE THE RESPONSIBILITY OF ONE PERSON**
 - *DO NOT ASSUME THE QUALITY MANAGER HAS TO BE RESPONSIBLE FOR EVERYTHING*
 - **PREPARE FOR YOUR AUDIT**
 - **USE YOUR REGISTRAR FOR HELP**