

Why is ISO 9001 being revised?

Many organisations have expressed a desire to implement and certify multiple management system standards.

This has led to the need to easily combine or integrate them in an effective and efficient manner and to facilitate this there is a move to harmonisation of standards.

In future all management system standards will be formatted against Annex SL which is a generic ISO framework document and all management systems standards will have:

- A high level structure,
- Identical core text,
- Common terms and core definitions.

For NSI Gold companies, the harmonisation of management systems standards using Annex SL will provide an overall management system framework allowing them to select which discipline specific standards they wish to include. It will be simpler for companies to include multiple disciplines within their scope of approval and to have an integrated management system covering QMS, EMS & OH&S

ISO 9001:2015 recognizes that smaller organizations, service industries and established multi-nationals all have very different needs and the revised requirements reflect this.

The new standard is easier to understand and arranged more logically. Once you have an understanding of the new terms and concepts it is considered to be a significant improvement on previous versions.

So briefly what are the changes?

High level structure

The structure and clauses of the new standard are completely different to the previous revision. **There are new core terms and definitions.**

The clause numbers and titles of all management system standards will be identical:

1. Scope
2. Normative references
3. Terms and definitions
4. Context of the organisation
5. Leadership
6. Planning
7. Support
8. Operation
9. Performance evaluation
10. Improvement.

There is a new structure and new clause numbers to consider.

There are new requirements and concepts for companies to consider.

There is an emphasis on Leadership.

The term “Management Responsibility” has been replaced by “Leadership”. ISO 9001:2015 will require that “Top Management” **SHALL** demonstrate leadership and commitment to the quality management system.

The standard defines eleven points as to how “top management” will demonstrate leadership and commitment.

“Top Management” is defined as “a person or group of people who directs and controls an organisation at the highest level”.

The term “Management Representative” has been removed from the revised standard.

There is a focus on Risk Prevention.

The term “Preventive Action” has been removed and the revised standard has a new clause called “Actions to address risks and opportunities”.

Documentation and Records

The existing clauses of ISO 9001:2008 relating to “Control of Documents” and “Control of Records” have been replaced by a new clause called “Control of Documented Information”. However, the actual requirements of the new clause are broadly similar to the existing requirements.

There is no requirement within ISO 9001:2015 for a documented quality manual or for any mandatory documented procedures. However, some of the standards and schemes that NSI operate do have requirements for documented procedures/processes and therefore these will still be required to be included in the quality management system.

Within some of the clauses of ISO 9001:2015 there is a mandatory requirement to retain documented information, for example, internal audit records, calibration records etc.

Process approach

The process approach is now a requirement and is referred to as **‘essential’**. The quality management system must be “process based”.

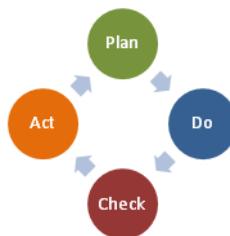
A “process” can be defined as a “set of interrelated or interacting activities, which transforms inputs into outputs”. These activities require allocation of resources such as people and materials.

For example, when a client requires an intruder alarm system a number of processes are required such as customer enquiry, design, installation and commissioning. Each process has an input and an output, the final result being a functional intruder alarm system.

Similarly, if a client requests a guarding service there are various activities required before service can commence which form inputs to the process. Typically these would be initial site survey, risk assessment, quotation, agreed contract, agreed assignment instructions. The result (output) of these processes is an agreed contract ready for mobilisation.

Plan-Do-Check-Act cycle

PDCA is integral and operates at the process level and at an overall system level.



“Risk-based thinking”

There is a requirement for risk-based thinking and it is explicit at key points in the standard. The organisation has to decide its own approach and methodology. The robustness of the approach must be in proportion to the consequences should a risk be realised.

Frequently asked questions

1. Will I need to scrap my quality manual and start again?

NO: The requirements of the standard are broadly similar to ISO 9001:2008 but are less prescriptive in terms of documentation. There is a move from an explicit need to have certain documents to the broader requirement for '**documented information**'. Organisations will need to amend their existing quality manuals to some extent but if a company has a system that works for them then it can be retained.

2. What do I need to do?

For organisations that are currently operating a compliant ISO9001:2008 quality management system a gap analysis will be required to establish what actions are required.

3. Will I have to populate our quality management system with flowcharts?

NO: There are no requirements to use flowcharts in the quality management system. If they work for you then use them.

4. Will it be difficult to implement the 2015 revision?

NO: To follow ISO9001:2015 an organisation will need to ensure its own needs are covered by the quality management system. They should consider the nature and context of the organisation, its size and complexity, its core business activities and what risks and opportunities it faces.

5. When will we need to change to the new standard?

The planned date for the introduction of the new standard is September 2015. There will be a three year transition period in which all approved companies are required to make the transition and be assessed by the NSI.

In an effort to avoid a backlog of companies who haven't transferred to the revised standard at the end of the transition period it is likely the NSI will insist on a two year transition period for companies to transfer to the new standard (*this will be confirmed early in 2015*).

6. What do we think about the new standard?

The new standard is a lot more straightforward and is logically arranged. Once you get to know some of the new terms and concepts it is considered to be a significant improvement on the previous edition.

7. How do I get further information about the changes?

The NSI are launching an ISO 9001:2015 seminar in 2015. The one day seminar is currently being developed to give an insight into the revised ISO 9001:2015 and its impacts upon the quality management systems of NSI Gold companies.

The aim of the seminar is to:

- Inform delegates of the requirements of the revised standard.
- Give awareness to delegates of the likely impacts upon their existing quality management systems.
- Make delegates aware of NSI and industry specific requirements in relation to the development and implementation of an ISO 9001:2015 quality management system.