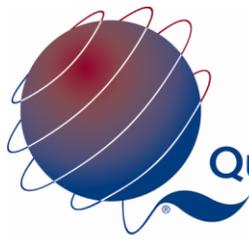


ISO 9001:2008 MADE SIMPLE AND CERTAIN

ACTION PLANNING CHECKLIST

Companies take these actions to develop and implement their Quality Management System (QMS) to improve efficiency and be ready for ISO 9001 registration. They also reduce the costs of meeting their obligations. Every time a company achieves first time registration, this list is further refined to reflect what the company actually did. It was started in 1986 and now is the accumulated wisdom of hundreds of successful registration projects using the process approach now specified in ISO 9001:2008:

1. Decide, commit and make a senior person responsible for the system.
This person will report directly to the CEO and receive the required training.
2. Form a Task Force and review need for an QMS advisor.
Select up to eight personnel from a cross section of grades and functions.
3. Conduct QMS survey using ISO 9001 and report.
Report will identify adequacy of as-is procedures and need for new procedures.
4. Publish Quality Policy, Objectives and Action Plan.
Policy by the CEO, Objectives by VPs & Plan from Task Force.
5. Develop leaders to create and sustain employee awareness.
All leaders and Task Force must learn so they understand and can explain to others.
6. Define organizational structure and responsibilities.
Keep this up-to-date with names and job titles as a formal document.
7. Involve employees in developing and improving their system.
By awareness sessions, flowcharting, team reviews and experience feedback.
8. Decide on the document coding procedure.
Use this from day one of developing system documentation.
9. Flowchart key processes showing all interfaces.
Start with core processes and then tie in the support processes.
10. Code all forms in line with agreed coding procedure.
Every form should belong to a process; remove redundant forms.
11. Correlate all forms to flowcharts.
Every form should have a place. If not, check completeness of flowchart.
12. Review flowcharts for accuracy.
By "accuracy" we mean what actually happens!



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13. Develop and use flowcharts as documented procedures.
Flowcharts can become procedures; always include process objective(s).
14. Review, reconcile, approve and issue as-is procedures.
Involve everyone and do not ignore comments. Process owners may approve.
15. Prepare new procedures and train staff to implement.
These will come from the ISO 9001 survey (see action 3) of your existing system.
16. Approve and issue new procedures and pilot quality plans.
Quality planning is essential for customer-driven teams eliminating waste
17. Describe the whole system in your Quality Manual.
Keep it slim and simple for customers, every employee and suppliers.
18. Launch the system and respond quickly to revision requests.
Throw a well-deserved party! Invite continuous improvement.
19. Audit and improve your system to raise value and reduce avoidable costs.
Your trained audit team will come from action 15. Cover suppliers too.
20. Conduct pre-assessment at least two months before the Registrar.
Use a registered systems auditor and ensure all corrective actions are up-to-date.

These actions take from 3 to 12 months depending on the extent of formalized system, the skills base, workload and the degree of management commitment. Companies successfully operating systems meeting ISO 9001 (and ISO 9004) can easily upgrade these “teamwork” systems to also meet the EMS standard (ISO 14001).

Once the QMS is launched, thank and disband the Task Force and form groups to focus on using the system to achieve ambitious goals, such as lean and six sigma performance of the core process and key processes.

Quality Management International, Inc. operates across North America and in Europe as management system consultants, registered lead auditors and certified trainers of system auditors using such standards as ISO 9001, ISO 14001, ACC RC14001, ISO/TS 16949, ISO 13485, ISO/IEC 17025, AS 9100, AS 9110, BS OHSAS 18001, ISO/IEC 20000, ISO 22000, ISO/IEC 27001, ISM Code, ISPS Code, ISO 28000 and their equivalents.

Should your organization need advice, training or audit to meet ISO 9001 with an effective management system, then please contact us toll free at:

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