



## **STEPS FOR SUCCESSFUL IMPLEMENTATION OF ISO 9001:2015**

1. Take decision to go for **ISO 9001:2015** certification, form a Core Team and Nominate Coordinator. Buy / Download a Copy of the Standard – ISO 9001:2015.
2. Define the Quality Policy – Refer Clause 5.2 of the Standard,
3. Understand the Context [External & Internal Setting] of your Organization Determine SMART Objectives: Specific, Measurable, Attainable, Realistic, Time-bound,
4. List out critical Processes: Key activities of the Organizations, which will help meeting the objectives. Determine Risks associated & Opportunities existing; Follow PDCA.
5. Decide Inputs, Outputs, Criteria for Operation & Control, and Parameters for measurement leading to Improvements in its Effectiveness & Efficiency,
6. Define Role, Responsibility & Authority to ensure achieving planned results,
7. Finalize channels of Internal & External Communication for effective working,
8. Review resources needed and the ways to fulfill the need,
9. Determine Knowledge requirements for various departments. Define Competence requirement for various positions, carry-out assessments and determine gaps if any. Decide ways to meet them, implement actions and check effectiveness,
10. Define the system for Infrastructure Maintenance and implement it,
11. Chalk out Quality Plan identifying all the requirements, Stages, Frequency, Method, Location & Sampling of inspection and follow it,
12. Decide method for understanding & Reviewing Customer requirements and check if it satisfies them,
13. Define the requirements for Design and Development (if any),
14. Determine & Control Purchasing / Outsourcing System and criteria for verifying Purchased / outsourced products / services implement the system and monitor improvements,
15. Define requirements for Production & Service Provision, Draft Work Instructions & ensure that all concerned follow them. Determine methods to Control Nonconforming outputs,
16. Decide methods for monitoring and Measuring the Processes and Products / Services – Carry-out measurements, analyze data and decide approach to mitigate problems – Corrective Action / Preventive Action,
17. Establish various Procedures and follow them. Record key details,
18. Conduct Internal Audits, Analyze the Results, take Corrective & Preventive actions,
19. Conduct Periodic Reviews for evaluation of the System Working and bring-in Improvements.
20. Go for Certification Audit, Clear NCs (Nonconformances) if any, get Certificate, Celebrate and **Continue Improving**.

**BEST OF LUCK**