

# MAXIMIZE THE VALUE OF YOUR QMS WITH ISO 9001



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The 'Process Approach' for quality management systems, which was first introduced in ISO 9001:2000 and continued with the 2008 revision, allows organizations to view their management systems as a series of interrelated processes. This enables them to be evaluated for effectiveness (and efficiency) in a value-added way. The goal is for organizations to evaluate their processes to correct any deficiencies and/or improve upon the performance of the process against goals and objectives defined by Top Management.

The value of the registration process is to ensure that organizations continue to comply with the requirements of the standard, and to provide an objective review of the processes to find areas where the system may be improved to further enhance the overall performance of the QMS, as well as the organization itself.

The latest iteration, ISO 9001:2015, introduces significant changes to the requirements for the process approach and risk management that can help organizations obtain even more significant operational benefits to their processes, and ultimately, their bottom line.

The main purpose of the process approach is for organizations to define their own unique processes and establish the criteria for success. The plan-do-check-act (PDCA) method of implementing and monitoring processes, if done correctly, will provide top management the ability to quickly evaluate the "state of the business," based on tracking the goals and objectives set for each process. By utilizing processes and measures, an organization's top management should be able to better control resource allocation (e.g. people, time, capital, equipment, etc.) to aid in continually improving the organization's system effectiveness, and most importantly, efficiency.

The 2015 version of ISO 9001 also introduces the concept of Risk Management as part of the QMS. Identification of risks associated with the organization and its processes should lead top management to make factual decisions on the allocation of resources for the identified processes mentioned above. Once a risk analysis has been



completed, it may be determined that a process is deemed to have low risk (internally and externally) and that it exhibits acceptable performance based on the established goals, and therefore may not require additional resources. Furthermore, top management may decide that such a process can perform at the same high level with fewer resources which may be needed elsewhere.

For example, it may be determined that the newest piece of equipment that turns out parts at the required rate and quality level may not need the organization's best operator with the greatest experience. This (human) resource may be allocated to another piece of equipment that requires greater attention in order to benefit from the operator's knowledge and experience, thereby improving that process, reducing waste (e.g. less scrap) and contributing to the bottom line. Although this is a rather simplistic example, and may only save a few dollars, if the same approach is applied across all processes, the savings may become much more significant and really start to add up. This is the value proposition of implementing ISO 9001:2015.

*"Take care of the pence, for the pounds will take care of themselves." – Williams Lowndes.*

A successful management system drives an organization toward sustained success and pushes it to be better performing, more efficient and increasingly profitable.



The value in any registered QMS is not simply compliance itself, but rather in continually reviewing the system against the established goals and objectives. This ensures that your organization is realizing the return on investment that you and your key stakeholders, or internal and external interested parties, are seeking. This holds true whether your customers require your organization to be ISO 9001 registered or not. Independent studies have shown that ISO 9001 certified companies have recognized improved organizational performance after implementing a QMS system, improving the productivity of employees by providing clear expectations, tools and actionable feedback on performance.

Providing your customers, and potential customers, with a copy of your organization's certificate of ISO 9001 registration is a testament to your company's commitment to meeting and exceeding expectations, as well as your own internal commitment to improving quality and efficiency.

At NSF International, we pride ourselves on having well-trained and experienced auditors to review your QMS, and not only ensure requirements are met, but challenging your organization find the value in continued registration with a global leader in management systems certification. NSF International audits provide meaningful opportunities for improvement meant to strengthen the QMS, and ultimately, the organization as a whole.

## ABOUT NSF-ISR

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More information about the ISO 9001:2015 transition, as well as other standards, can be found at [www.nsf.org/info/iso-updates](http://www.nsf.org/info/iso-updates).

