

To Register or Not to Register?



ISO 9001:2015 Quality Management System – A New Approach

In September 2015, ISO released a new version of the ISO 9001:2015 Quality Management System standard. In an effort to expand quality management into more industries including the service sector, ISO revised many sections and increased the attention given to leadership. The end result is the ability of the registered firm to tailor their quality system to meet their specific needs. Many of the burdensome requirements around documentation and specific roles and assignments has been eased or eliminated entirely. If your customers value a third party registration for your quality system, now is the time to consider it.

Increased Flexibility

Changes in the new revision include:

- No need for a Management Representative
- No need for a Quality Manual
- Most required documentation is eliminated and replaced by “document what you need”
- New focus on leadership driving the design and implementation of the quality system
- Explicit requirements around risk and opportunity planning

Taking control of the design of the Quality Management System is easier now than ever. That flexibility creates its own challenges.

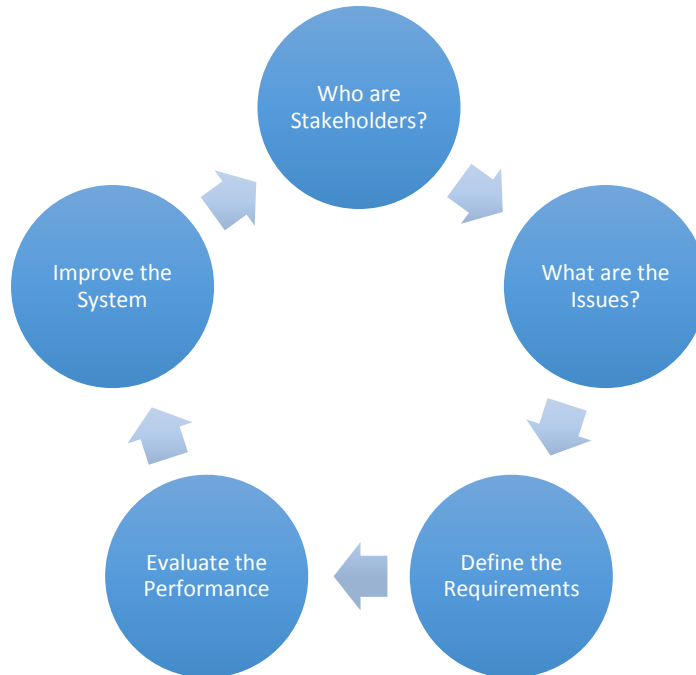
New Challenges

Designing your Quality Management System requires that you systematically consider all the relevant business factors that influence your performance. Some questions to consider:



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- Do you have internal or external stakeholders who have specific requirements?
- What issues within your industry or market guide how or why you do certain things?
- What risks or opportunities could jeopardize your ability to deliver customer requirements?
- What are your key processes? How do you know they are effective?
- How do you know if your Quality System is actually benefitting your operation?



Fewer “check the box” requirements ease the burden but require that you understand your business in perhaps a deeper way than in the past. This is all about planned quality rather than “do your best” quality.

Bottom line

ISO 9001 registration has been shown in numerous studies to provide top and bottom line benefits to the business. Many customers expect their suppliers to be registered to the standard and incur additional costs to assure quality when they are not. If your concern has been the burden of an inflexible, document-driven system, now is the time to reconsider registration.



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