

QUALITY FACT SHEET

WHAT IS ISO 9001?

WHAT IS A QUALITY MANAGEMENT SYSTEM?

A Management System is a framework of policies; procedures and work practices that systematically address certain elements of a business discipline.

Therefore a Quality Management System will address and connect all those aspects of a business that relate to the identifying and managing of processes that affect the quality of the service (or product) and include processes for regular review and improvement. This is different from an unconnected series of organisation policies and procedures. A Quality Management System addresses legislative requirements and is often based on a Standard or Code.

WHAT IS ISO 9001?

ISO 9001:2015 is the most widely used and recognised standard worldwide for Quality Management Systems. The ISO 9001 "Quality Management System Requirements" is a Standard that is implemented by over a million organisations in 176 countries. (<http://www.iso.org/iso>)

ISO 9001:2015 (Adopted in Australia and NZ) is used in all Industries and Sectors because it has requirements about the elements and processes that are common to all organisations. This Standard provides a good framework that you can use to link all of your organisations processes and documentation together.

This Standard can provide a framework for organisations that look very different from each other. The framework and linkages it provides can be used to encompass other standards; best practises, benchmarks and Industry specific policies and procedures.

Normally a Management Manual documents the framework of the interaction between the processes, procedures and forms necessary for the implementation of the Quality Management System.

IMPLEMENTING A QUALITY MANAGEMENT SYSTEM

Working with **c Ideas** as your Management Systems resource will enable you to have a system that is:

- Tailored to your Organisation or Business
- Easy to understand and use
- Provides improvement tools
- And is not time consuming to maintain.



c Ideas - Effective Management Solutions
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