



ISO 9001 is a standard that sets out the requirements for a quality management system. It helps businesses and organizations to **be more efficient and improve customer satisfaction.**

A new version of the standard, ISO 9001:2015, has just been launched, replacing the previous version (ISO 9001:2008).

How is the standard structured ?

ISO 9001:2015 (the most recent version of the standard) is made up of a number of different sections, each concentrating on the requirements involved in different aspects of a quality management system.

- Clause 0-3 – **Introduction and scope of the standard**
- Clause 4 – **Context of the organization**
- Clause 5 – **Leadership**
- Clause 6 – **Planning**
- Clause 7 – **Support**
- Clause 8 – **Operation**
- Clause 9 – **Performance evaluation**
- Clause 10 – **Improvement**

How do I get started ?

There are many ways an organization can implement a quality management system. In-depth advice is available from a number of different resources, including the publication ISO 9001 for small businesses – What to do, but here are a few tips to get you started.

Tip 1 – Define your objectives. Why do you want to implement the standard ?

Tip 2 – Make sure senior management is on board. It is crucial that everyone – from the top down – is supportive of the initiative and its objectives. If you are struggling with this, publications such as Reaping the benefits of ISO 9001 and ISO 9001 : Debunking the myths might help.

Tip 3 – Identify your organization's key processes for meeting your objectives as well as your customers' needs. Within each of these processes, make sure you understand your customers' requirements and can guarantee that these are met – each and every time. This will form the basis of your quality management system.