



# ISO 9001:2015 Management Systems Requirements



## SELF ASSESSMENT CHECKLIST

See how it works ►

# CONTEXT

## THE ORGANISATION

- Have we determined internal and external issues that will impact on our quality system?

## INTERESTED PARTIES

- Have we determined what internal and external interested parties are relevant to the quality system and what are their requirements?

## SCOPE

- Have we determined the boundaries of the quality system and documented the scope?

# LEADERSHIP

## LEADERSHIP AND COMMITMENT

- Can we demonstrate top management is providing leadership and commitment to the quality system?

## CUSTOMER FOCUS

- Do we ensure customer focus by understanding and meeting requirements and ensuring customer satisfaction is maintained?

## QUALITY POLICY

- Have we a documented quality policy that is communicated and available?

## ROLES AND RESPONSIBILITIES

- Are roles and responsibilities for quality communicated and understood?



# WHAT ARE THE BENEFITS OF CERTIFICATION?



### Grow Your Business

Acquire new clients and access new markets with ISO Certification



### Improve Your Business

Drive efficiency, eliminate waste and achieve consistency with a certified management system



# PLANNING

## RISKS AND OPPORTUNITIES



Have we determined the quality risks and opportunities related to our organization? Do we have plans to address them?

## QUALITY OBJECTIVES



Have we established quality objectives? Do we monitor, measure and communicate them? Do we have plans to address them? Have we maintained records?

## SCOPE

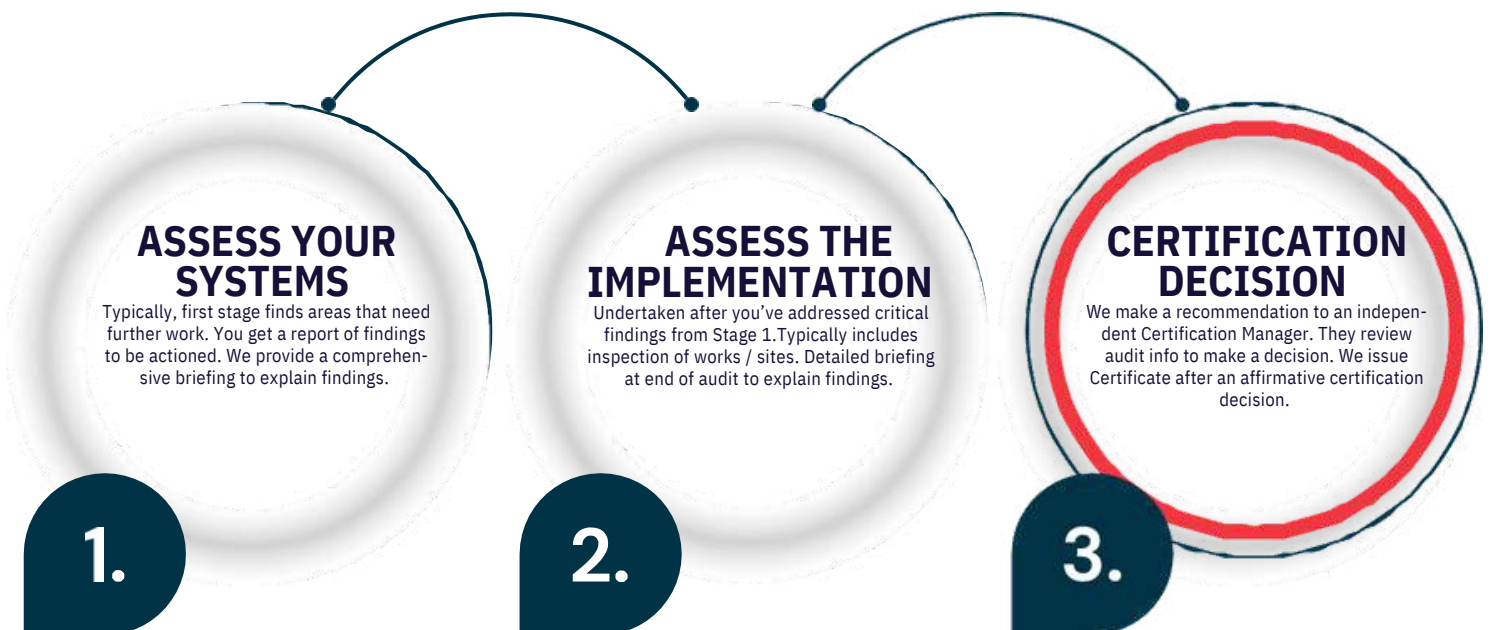


Have we determined the boundaries of the quality system and documented the scope?

## CHANGE



Are changes to the quality system planned and controlled?



## WHAT ARE THE BENEFITS OF CERTIFICATION?



**Meet External Requirements**  
Demonstrate your compliance to external stakeholder



**Increased Credibility**  
Provide confidence as to the consistency, Effectiveness and efficiency of the organisation



# SUPPORT

## RESOURCES



Have we determined and ensured necessary resources are in place for the quality system including people, infrastructure and work environment?

## MEASUREMENT



Is measuring equipment calibrated? Have we maintained records?

## ORGANISATIONAL KNOWLEDGE



Do we have processes to retain and share organizational knowledge?

## COMPETENCE



Do we ensure competence of personnel? Do we maintain records?

## AWARENESS



Have we ensured that personnel are aware of our policy, relevant objectives and their responsibilities?

## COMMUNICATION



Have we determined processes for internal and external communication relevant to quality?

## CONTROL OF DOCUMENTS



Do we ensure documents and records are controlled?



### Faster Response Times

Efficient response to defect/errors and learning from issues



### Predictability

Proactive assessment of quality with processes to catch issues before problems occur.



# OPERATIONS

## OPERATIONAL PLANNING AND CONTROL



Have we established and maintained procedures to meet the requirements of the quality system?

## REQUIREMENTS FOR PRODUCTS & SERVICES



Do we ensure customer communicate is appropriate? Have we



Determined customer, statutory and regulatory requirements for our products and services? Do we maintain records?

## DESIGN AND DEVELOPMENT



Have we ensured design processes are controlled including inputs, outputs, changes to designs, verification processes and reviews? Do we maintain records?

## EXTERNAL PROVIDERS



Do we have processes to manage selection, evaluation and monitoring of suppliers and contractors? Do we maintain records?



Do we communicate effectively with suppliers and contractors?

## PRODUCTION & SERVICE PROVISION



Is production and service provision undertaken in a controlled way?



Is documentation in regard to the product or service available?

## IDENTIFICATION & TRACEABILITY



Are outputs identifiable, are records suitable for traceability maintained?

## CUSTOMER & EXTERNAL SUPPLIER PROPERTY



Do we safeguard property belonging to customers or external suppliers while under our control? If damaged or lost are records maintained?

# WHAT ARE THE BENEFITS OF CERTIFICATION?



### Procedures

Consistency of product through well defined and documented procedures.



### Educated Team

Management understands quality performance and can react to changing circumstances

## PRESERVATION



Do we have processes to manage preservation during production such as controls for packaging, handling, storage and transportation?

## POST DELIVERY



Do we have processes to manage post-delivery requirements including contractual requirements, warranty and maintenance?

## CONTROL OF CHANGES



Do we review and control changes to production or service provision? Do we maintain records including authorization?

## RELEASE OF PRODUCT AND SERVICES



Do we ensure products and services are released to customers in a controlled manner? Do we maintain records demonstrating conformity of the product was determined and traceability of person authorizing release?

## NONCONFORMING OUTPUTS



Are nonconforming outputs controlled to prevent release? Do we maintain records?



### Trustworthy Product

Certification differentiates the business and demonstrates a commitment to a quality deliverable.



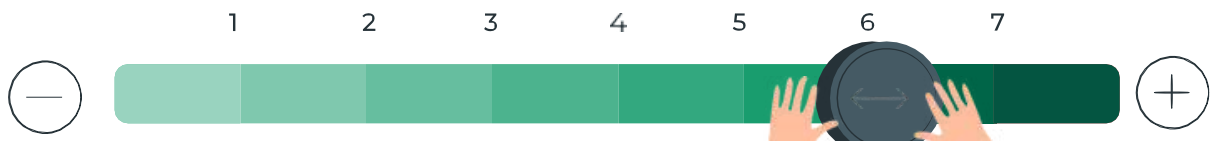
### Informed Employees

Documented procedures help new employees understand their roles and responsibilities

# PERFORMANCE EVALUATION

## MONITORING & MEASUREMENT

- Do we monitor things such as processes, operational controls, equipment that requires maintenance or calibration?
- Do we measure things such as KPIs, performance against targets?
- Do we analyses and evaluate this information?
- Do we maintain records?



## CUSTOMER SATISFACTION

- Do we assess, monitor and review customer perception?

## INTERNAL AUDIT

- Do we plan and conduct internal audits to ensure the quality system conforms to requirements and is implemented effectively? Do we maintain records?

## MANAGEMENT REVIEW

- Does our top management review our quality system at planned intervals? Do we maintain records?

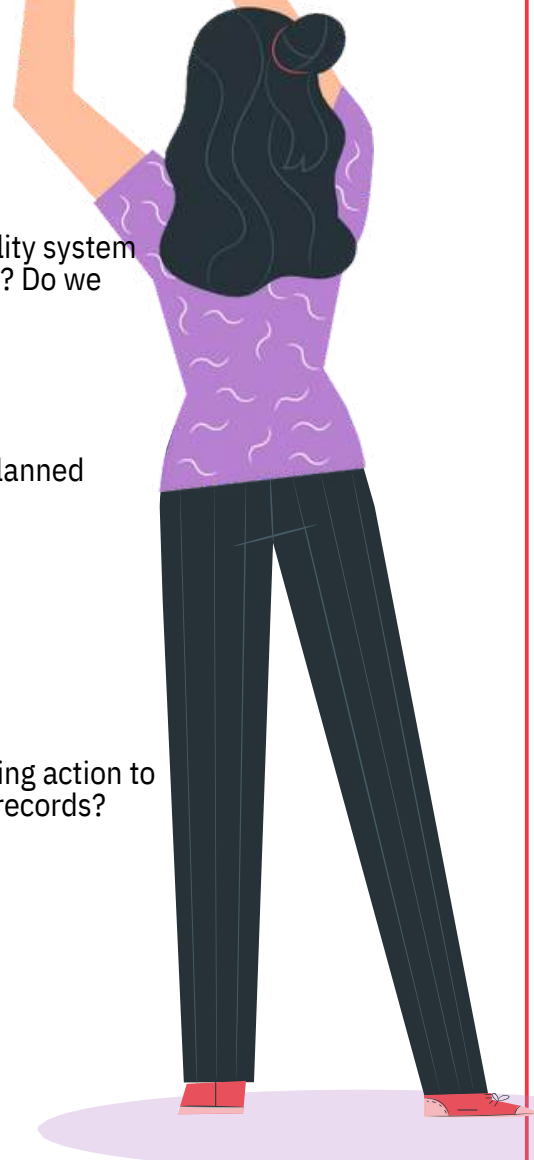
# IMPROVEMENT

## NONCONFORMITY AND CORRECTIVE ACTION

- Do we have processes for reporting, investigating and taking action to manage incidents and corrective action? Do we maintain records?

## CONTINUAL IMPROVEMENT

- Do we continually improve the quality system?



### Faster Response Times

Efficient response to defect/errors and learning from issues



### Predictability

Proactive assessment of quality with processes to catch issues before problems occur.



## SO WHAT NOW?



Contact us for a quick quote to get a better idea of costs and timings. Visit our website

[www.compasscertification.com](http://www.compasscertification.com)