

Quality simply means: "Meeting the needs and expectations of your customers"

What is the best way to achieve quality?

By setting up and implementing a simple documented quality management system that reflects the way you work and meets the requirements of BS EN ISO9001.

What is a quality management system?

The methods, responsibilities, resources and records required to achieve quality.



What is BS EN ISO9001?

An internationally recognised standard that describes the requirements a quality management system must meet. The standard provides a model on which you can develop your own management system. Once the system is in place it needs to be audited and approved by an independent third part accreditation organisation.

Why bother?

Because your customers' will expect that you commit yourselves to achieving quality consistently through a documented management system.

Documentation in terms of:

Procedures: describing what needs to be done, how they will be done and who will do them so that you can ensure customer requirements will be met. For example activities such as handling of enquiries and quotations, purchasing, production or service provision, inspection and testing of product, administration, document and record controls etc need to be fully described and documented.

Instructions: where necessary, you may need to provide detailed information regarding how specific activities are performed.

Forms: you will need a means of collecting evidence of meeting customer requirements eg. reviews, inspection and test data, equipment maintenance records, training records etc

Checking and improvement

You will need to check to ensure your system is working and that you are committed to improving it. This is actioned by the following:

Internal audits: the means of checking that your procedures continue to meet ISO9001, reflect working practices and are being complied with.

Management review: an internal meeting between your Quality Representative to discuss

