

# Business Support Packages

## *Getting Ready for ISO 9001: 2015 QMS*



Businesses and organisations often miss out on important contracts, tenders and grants because they do not have a formal or certified quality management system. ISO 9001 is the internationally recognised quality management standard that can benefit any size organisation.

This package will help your business achieve ISO certification for the first time, however it will require a commitment of time by the business for workshops, meetings, exchange of information and ability to assist in the development of internal processes.

### **1) Quality Systems Audit**

- I will meet with you to understand your business and provide an overview of the package
- Desktop Quality Audit – a comprehensive health check of your practices
- Onsite Quality Audit – audit of one site and field facilities and operational practices
- Gap Analysis – report identifying the gaps between current and ISO 9001 requirements
- Timeframe – agree timeframe for implementation and allocation of responsibilities

### **2) Quality Management System**

I will work with you and your nominated representatives to develop the entire quality management system of manuals, registers, policies, procedures and forms in accordance with specific ISO 9001 requirements including:

- Introductory training session for you and your staff
- Strategic planning session with senior management (Vision, Mission, SWOT)
- Interested Parties Register
- Quality Manual, Quality Policy and Quality Objectives
- Legal Register
- Opportunities and Risk Register
- Monitoring and Measurement
- Training, Awareness and Competence
- Control of Documents and Records
- Corrective Actions and Continual Improvement
- Communication Systems
- Sub-Contracting and Purchasing
- Change Management
- Job Descriptions
- Management Review Process (includes coordination of first meeting)
- Internal Audit Program and Checklists (includes some audits and internal training session)
- Customer Satisfaction

### **3) Quality Consultant on Call**

10 additional hours of ongoing quality management telephone, email and/or ZOOM advice from your Quality Consultant who knows your business and who will help you stay on track with the implementation of the QMS and guide and support you through the process.

**Please contact me so we can discuss your business needs. I can design a proposal to meet your particular needs.**