ISO 9000:2000 in Focus

Workbook
to accompany the video

SAMPLE PAGES

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Generic quality management system standards

• All industries
• All organisations
• A common goal

• All industries - All industries use the ISO 9000 family of standards from a manufacturer of chemicals in Malaysia to a transport company in Germany, to a manufacturer of ATMs in Scotland to a repairer of aircraft components located in Sydney. The ISO 9000 family of quality management standards applies equally.

• All organisations - Organisations ranging from large multinationals to small, one person enterprises. This includes hundreds of thousands of organisations in 150 countries.

• A common goal - It is concerned with managing the things an organisation does to ensure that customer requirements are being met.
A new face for the revised standards

• A consistent pair
  ISO 9001:2000
  ISO 9004:2000

• The revised standards reflect the need organisations have for their quality management systems to show evidence of business benefit. That is, improving their organisation’s performance through the achievement of continual improvement in all their key processes.

• ISO 9001 and ISO 9004 are known as a consistent pair of quality management system standards. They have been developed with similar structures so that they can be used together to help organisations achieve improved quality and business performance.

• ISO 9001 contains the requirements for a quality management system relevant to customer needs, while ISO 9004 gives guidance for performance improvement and a broader view of quality management objectives relevant to satisfying the needs of other interested parties.
A revised structure and focus

- Process approach
- Customer satisfaction
- Continual improvement

ISO 9001, ISO 9002 and ISO 9003 have been replaced by the revised standard ISO 9001:2000.

While there have been significant changes to the architecture of the standard, it has also involved significant enhancements. These include:

- A process approach - Identifying key processes, those which have an impact on the customer, and analysing them in terms of inputs, outputs, resources and controls, and their interactions is called the process approach.

- A focus on the customer - Customer satisfaction is a key objective of ISO 9001:2000. This requires the identification of customer needs, the ability of the organisation to communicate these needs internally, the ability to measure customer satisfaction, the ability to use this information and data to influence and improve processes, and realise products and services which achieve customer satisfaction.

- Continual improvement - Continual improvement of products, processes and systems should be a permanent objective of an organisation.
A process approach

Understanding and managing the processes which have an impact on the customer and the management of the quality system.

• Process approach - Understanding and managing the processes which have an impact on the customer. This includes defining the objective and identifying inputs, outputs, resources and controls.

The inputs of pre-kitting are trained manning, material delivery, start signal for the actual pre-kit activity and a delivery signal. The activity itself is the gathering of the parts on a trolley and the output is the delivery of the trolley in the required time.
(NCR)

The resources are basically a trained workforce as per the user guide that we developed for pre-kitting and that controls the process in conjunction with an access database.
(NCR)

The input to the main line assembly is raw material in through the pre-kitting process and (as) we go through the main line process the output to that is a completed customer shippable unit.
(NCR)
The key input to the demand planning process is sales opportunities. We need to have visibility to what our sales people are working to out in the field. We also have input on historical trends, market information, competitive information and also our supplier capability. 
(NCR)

Then the key output is the demand plan, and the demand plan gives the factories visibility of what they need to ship up to 6 months in advance to meet customer requirements. 
(NCR)

Activity

Select a process from your organisation.

What is the objective of the process?

______________________________________________________________________________

______________________________________________________________________________

______________________________________________________________________________

______________________________________________________________________________

What is the input(s)?

______________________________________________________________________________

______________________________________________________________________________

______________________________________________________________________________

______________________________________________________________________________

What is the activity?

______________________________________________________________________________

______________________________________________________________________________

______________________________________________________________________________

______________________________________________________________________________
What is the output(s)?

____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________

What resources are used?

____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________

How is the process controlled?

____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
A system approach

Identifying, understanding and managing interrelated processes provides opportunity for improved organisational performance.

- System approach - Identifying, understanding and managing interrelated processes provides the opportunity for improved organisational performance.

**Cycle time is very important to our customers; a need to deliver on time to their requirements is very much a competitive requirement in the market place. We've found that demand planning, supply line management and manufacturing are the key interacting processes to enable us to reduce cycle time.**

(NCR)

**Activity**

Continuing with the previous example of a process from your organisation, is the input an output of another organisation process? If so, describe that process.

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________
Does the output of the selected process become an input to another process?

____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________