

**APNIC 35**  
CONFERENCE

SINGAPORE  
25 February - 1 March 2013

# ISO 9001 - Quality Management Initiative

Frank Salanitri



# What is ISO?



- International Organisation for Standardisation
  - Various standards ISO 9001 (QMS), 14001 (Environment), 18001 (Health & Safety) etc.
- The ISO 9000 series, is a set of standards that specify requirements for quality systems: ISO 9001:2008

# Why have an ISO 9001 certification?



- Continual improvement of performance and co-ordination.
- Greater focus on your organisational objectives and customer expectations.
- Standardisation - Ensuring that the same service is delivered at the same standard, every time.
- International recognition - Certification with an independent Conformity Assessment Body

# The 3 ISO “Principles”

## 1. SAY WHAT YOU DO

The Quality Management System (QMS)  
(Policies, Procedures & Work Instructions)

## 2. DO WHAT YOU SAY

The implementation of the QMS

## 3. AND PROVE IT

Records

# Certification – role of the organisation

Step 1  
Develop & implement  
management system

Policy

Procedures

Forms & Checklists

Step 2

Conduct internal audit and  
management review of  
implemented system

Step 3

Action findings from internal  
audit and management review

Step 4

Select accredited CAB and  
undergo 3<sup>rd</sup> party certification  
process

Step 5

Maintain the management  
system and undertake  
ongoing annual audits with the  
CAB

# Third party certification

## JAZ-ANZ

Provides accreditation of  
CABs to conduct  
certification audits

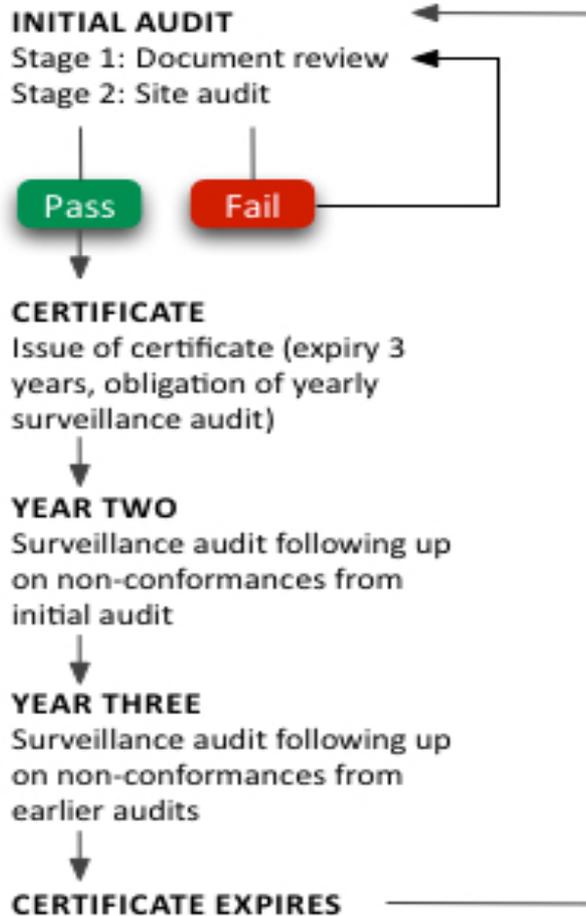
## ORGANISATION

Develops, implements  
and internally audits the  
management system;  
engages the CAB to audit

## CONFORMITY ASSESSMENT BODY

Conducts third party  
certification audit(s)

# Certification – audit process with the CAB (auditor)



Ongoing 3-year cycle to maintain third party certification

Each audit paid for according to scope of audit and size of organisation

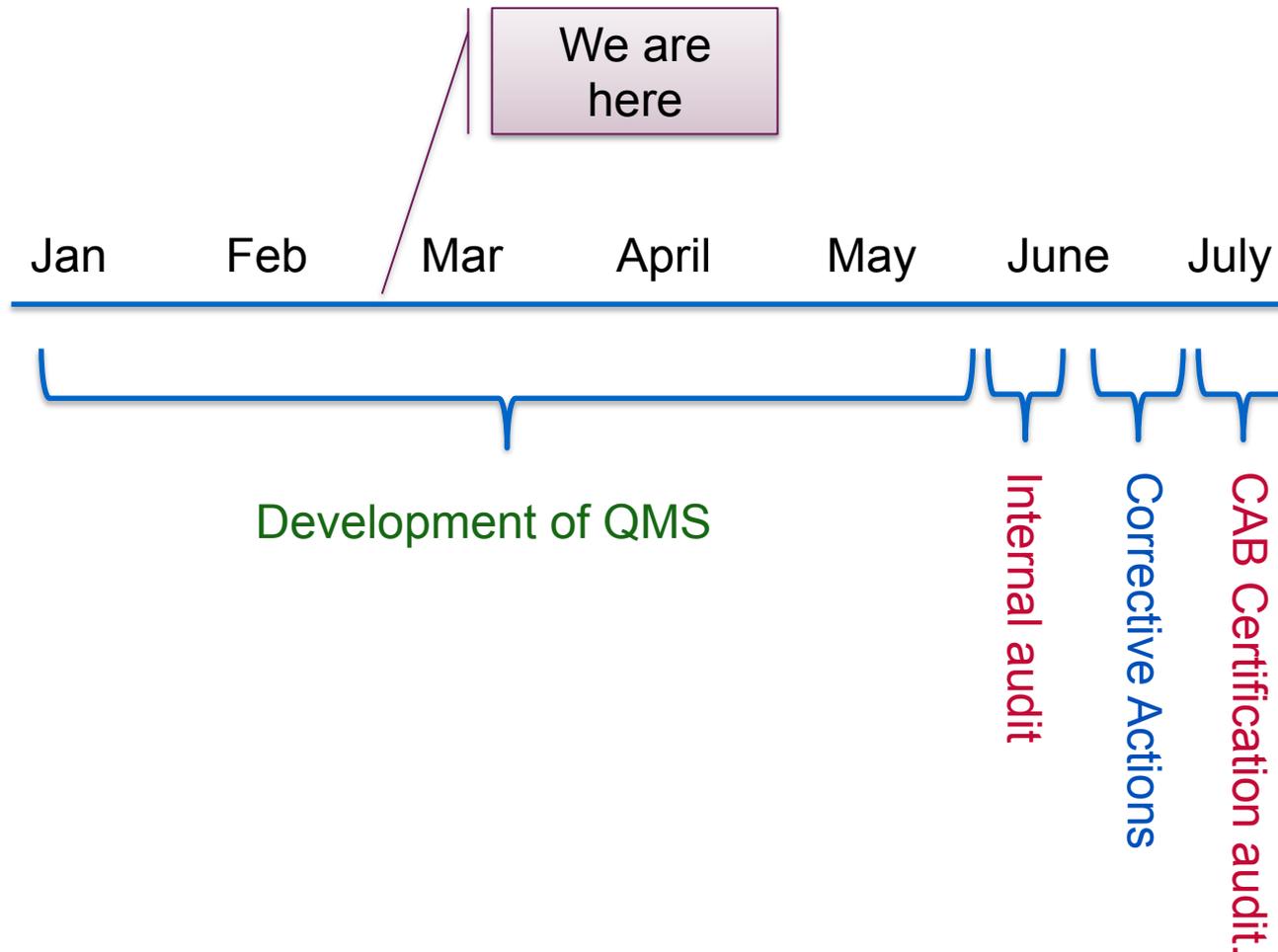
# What is the role of a Conformity Assessment Body?

- They audit organisations against the ISO 9001 standard.
- The five ISO 9001 standard headings:
  - Quality management system
  - Management responsibility
  - Resource management
  - Product realisation
  - Measurement, analysis and improvement

# Conformity Assessment Body – (external certification body) audit

- They will look for evidence that the system is working as per the Quality Management System (records).
- They will interview employees
- Quality must be a part of normal business processes and not a procedure in a manual.

# Implementation Timeframe



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## Questions?

