



# ISO 9001

## Mastering Quality Management: Leveraging ISO 9001 For Operational Excellence

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## Meet Our Presenters

**John Whiting**, *Head of Product Marketing, isms.online*

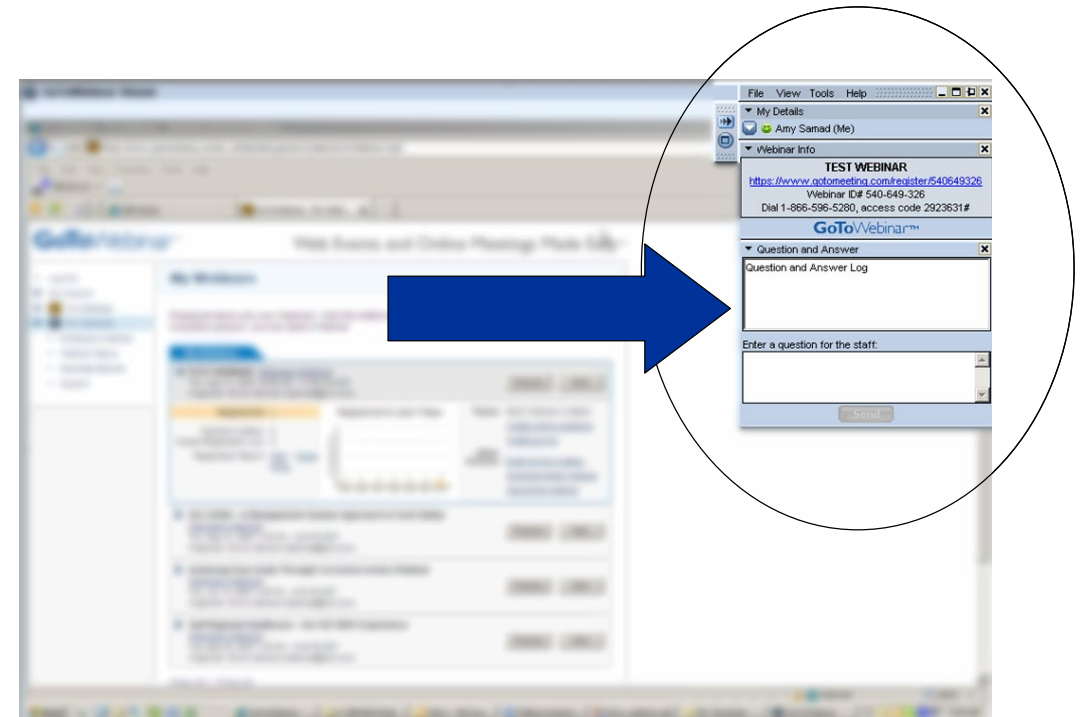
**Joe Krolkowski**, *QMS & ABMS Program Manager/EC Member, PJR*

**Tom Wheat**, *Site Manager/Global Sales, PJR Ltd.*

# Housekeeping

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- All attendees are muted.
- Q&A after presentation – please use question tab.
- Slides and recording will be available at [www.pjr.com](http://www.pjr.com) after the presentation.
- Reach out to [pjr@pjr.com](mailto:pjr@pjr.com) with any additional inquiries.



# Today's Agenda

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- ISO 9001: Beyond the Basics
- Strategic Benefits of ISO 9001 Compliance
- Navigating the Path to Certification
- Practical Insights and Implementation
- Key Takeaways
- Q&A





# ISO 9001: Beyond the Basics

# ISO 9001 Requirements & Key Components

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- Determination of processes
- Ensuring staff are competent in the execution of those processes
- Ensuring consistent execution of those processes through established controls
- Determining and using measure of process effectiveness
- Attentiveness to interested party needs and concerns
- Continual Improvement in all areas

# The Role of ISO 9001 in Strategic Planning

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- ISO 9001 requires an organization to be deliberate in their planning actions.
- Planning in ISO 9001 takes many forms – here are a few examples:
  - Planning for attainment of defined goals (6.2.2);
  - Planning for evolving competency needs (7.1.6);
  - Planning for operational needs (7.1.3);
  - Planning for fulfillment of customer needs (8.2.3);
  - Planning for future product needs (8.3.)
- Each of these concepts contribute to the organization's larger strategic goals and objectives for growth, evolution, etc.

# Enhancing Operational Efficiency

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As prior mentioned ISO 9001 requires an organization to have measures of process effectiveness. It also requires an organization to strive for continual improvement wherever possible (these are linked ideas.) These are both legacy concepts in ISO 9001 and have been part of the requirement for almost 25 year.

The 2015 revision of ISO 9001 upped the ante on this ideal by introducing the concept of risk based thinking into the mix. The idea then (and now) is that by identifying potential risks to the quality management system and taking preemptive action – an organization can improve their overall efficiency and attain continual improvement at the same time.



# Improving Customer Satisfaction

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ISO 9001 mandates that organizations be attentive to their customers in two key areas.

- Section 8.2 mandates open communication with customers on their product/service needs and an ongoing dialogue during the order fulfillment phase to ensure that customers needs are fully understood and met.
- Section 9.1.2 mandates that organizations actively solicit and analyze customer feedback. This feedback can take many forms but it must be obtained.

A man with grey hair, wearing a light blue button-down shirt and a headset, is smiling while looking at a tablet computer. He is standing in a large warehouse with high blue metal shelving units filled with various goods in the background. A semi-transparent white box is overlaid on the left side of the image, containing the text.

# Strategic Benefits of ISO 9001 Compliance

# Leveraging ISO 9001 for Competitive Advantage

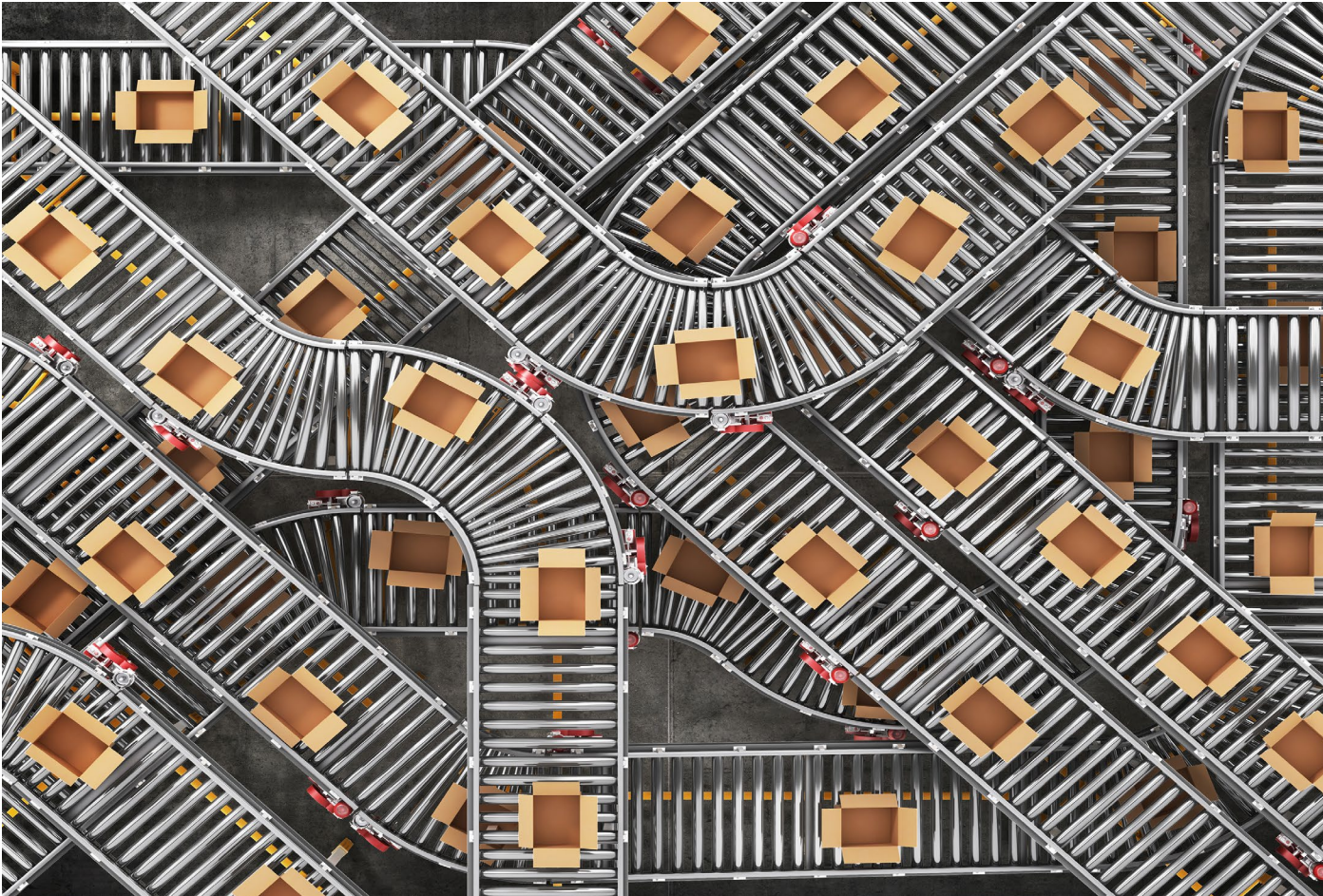
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ISO 9001 delivers a range of tangible and intangible benefits that can significantly impact an organisation's bottom line, customer loyalty, and long-term success.

According to ISO, ISO 9001 certification can lead to a 20% increase in productivity and a 50% reduction in errors.







# Improved Efficiency and Streamlined Operations

- **Holistic Approach:** The ISO 9001 standards necessitate a process approach, which integrates multiple business activities, reducing silos and ensuring smoother operations.
- **Elimination of Waste:** Organisations can reduce waste by identifying redundancies and streamlining processes, thereby saving time and resources.
- **Continual Improvement:** A foundational tenet of ISO 9001, the focus on continuous improvement ensures that the organisation continually strives to refine its processes and methodologies.

# Increased Customer Satisfaction and Retention

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- **Consistency in Delivery:** Adherence to standardised processes means that customers receive consistent quality, enhancing their overall experience.
- **Feedback Mechanism:** ISO 9001 requires processes for capturing customer feedback, leading to better responsiveness to customer needs and concerns.
- **Trustworthiness:** An ISO 9001-certified company is considered reliable, instilling customer confidence in the organisation's commitment to quality.



# Demonstrated Commitment to Quality Management

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- **Internal Morale:** Certification can boost morale, showing employees that their efforts align with internationally recognised standards.
- **Stakeholder Confidence:** Investors, partners, and other stakeholders gain assurance knowing that the organisation values and implements a systematic approach to quality.



# Ability to Bid on Tenders Requiring Certification

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- **Access to New Markets:** Many public sector and large corporate contracts mandate ISO 9001 certification in their tendering processes. Thus, certification unlocks a broader spectrum of opportunities.
- **Competitive Edge:** In competitive tender situations, being ISO 9001 certified can offer an edge over organisations that lack this credential.

# Enhanced Reputation and Brand Image

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- **Recognition:** Achieving ISO 9001 certification offers a recognised mark of quality, which can be pivotal in attracting new customers and clients.
- **Credibility Boost:** An ISO 9001 badge reflects commitment, consistency, and credibility, fostering trust among both existing and prospective clients.
- **Positive Public Perception:** The proactive stance towards quality and continuous improvement can elevate an organisation's image in the public eye, cultivating a reputation for excellence.





# Navigating the Path to Certification

# Using a Compliance Program for ISO 9001 Certification

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- **Process Optimization:** Leverage compliance software to streamline and document processes, ensuring they are optimized for ISO 9001 compliance. These tools provide real-time monitoring and reporting capabilities to track progress and maintain standards.
- **Document Management:** Implement robust document control systems within the compliance software to manage policies, procedures, and records efficiently. This includes easy document storage, retrieval, and version control to maintain up-to-date records.
- **Training and Engagement:** Use compliance software platforms to support employee training and engagement,
- **Audit Preparation:** Simplify audit preparation with software that provides audit trails, compliance checklists, and self-assessment features, ensuring readiness for the ISO 9001 certification audit.
- **Risk Management:** Utilize features within compliance software to identify, assess, and mitigate risks associated with quality management, enhancing overall operational resilience.





The background features a woman with long dark hair looking directly at the camera. The scene is filled with vibrant red and blue bokeh lights, suggesting a night cityscape or a digital environment. Overlaid on this are various digital data visualizations, including bar charts, line graphs, and circular progress indicators. Some of these charts are in white, while others are in blue or red, matching the bokeh colors. There are also faint, illegible text elements and symbols scattered throughout the background, giving it a high-tech, data-driven feel.

# Practical Insights and Implementation



# Practical Tips for Implementing ISO 9001

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- Tools and techniques for effective quality management
- Engaging stakeholders and fostering a quality-focused culture
- Continuous monitoring and improvement of QMS to maintain ISO 9001 standard

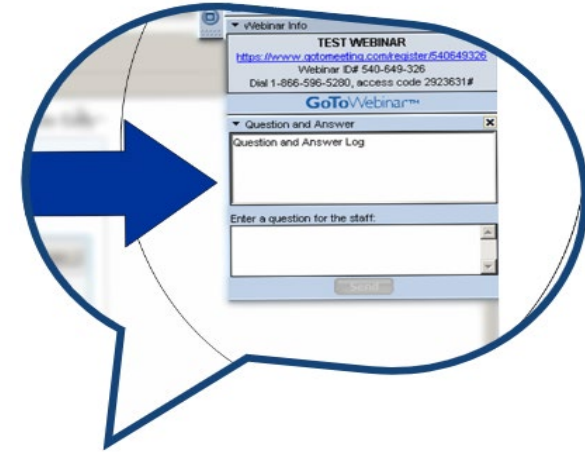


# Key Takeaways

# Recap of Key Takeaways

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- Importance of ISO 9001 in achieving operational excellence.
- Strategic benefits and long-term value of ISO 9001 compliance.
- Benefits of leveraging a software platform to streamline your journey to compliance + certification.



# Questions?

Please utilize question tab in your GoToWebinar control panel if you have any questions regarding today's topic.





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