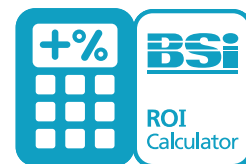


ISO 9001 Quality Management Self-assessment checklist



Profit from more satisfied customers with BSi

raising standards worldwide™



How **ready** are you for ISO 9001?

Completing this free BSI self-assessment checklist will show you how close you are to being ready for an ISO 9001 certification assessment visit from BSI. The questions will also help you put an action plan together to prepare for certification.

The questions should be answered in conjunction with a copy of ISO 9001 which can be obtained from BSI.

The checklist is laid out in sections which align with the requirements of the standard:

- Quality management system and documentation
- Management responsibility
- Resource management
- Product realization
- Measurement, analysis and improvement

As you go through the list tick either Yes or No. We've left some space so you can note the actions you can take to fill any gaps that appear.

Question	Yes	No	Notes / actions
<i>Example</i> Do you have a quality policy	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<i>Draft and speak to the managing director</i>

Quality management system and documentation questions

Have you identified your core business processes and defined how they are operated and are controlled?	<input type="checkbox"/>	<input type="checkbox"/>	_____
Do the core processes have measurements applied to them and are they regularly analyzed?	<input type="checkbox"/>	<input type="checkbox"/>	_____
Where you outsource work that could affect product / service quality, have you defined how this will be controlled?	<input type="checkbox"/>	<input type="checkbox"/>	_____
Do you have a documented Quality Policy and defined how it is reviewed?	<input type="checkbox"/>	<input type="checkbox"/>	_____
Are the Quality objectives defined in a way that can be measured?	<input type="checkbox"/>	<input type="checkbox"/>	_____
Do you have a Quality Manual that covers the requirements defined in the standard?	<input type="checkbox"/>	<input type="checkbox"/>	_____
Do you have procedures for the control of documents and records?	<input type="checkbox"/>	<input type="checkbox"/>	_____

Management responsibility questions

Do you have evidence of management commitment to the system and are they actively involved in the management reviews?	<input type="checkbox"/>	<input type="checkbox"/>	_____
At a strategic level have management defined the activities that are critical to meeting customer requirements?	<input type="checkbox"/>	<input type="checkbox"/>	_____
Have a management representative and deputy been appointed?	<input type="checkbox"/>	<input type="checkbox"/>	_____
Have you defined the frequency and method of carrying out management reviews of the system?	<input type="checkbox"/>	<input type="checkbox"/>	_____

Resource management questions

Have all staff who can affect quality been trained in their role and do they understand how their roles fit within the quality management system?	<input type="checkbox"/>	<input type="checkbox"/>	_____
Are there appropriate records for training, skills and education?	<input type="checkbox"/>	<input type="checkbox"/>	_____

Is the work infrastructure and work environment suitable for meeting customer and regulatory requirements?	<input type="checkbox"/>	<input type="checkbox"/>	_____
Does the work environment meet all regulations and is it fit for purpose?	<input type="checkbox"/>	<input type="checkbox"/>	_____

Product realization questions

Is there a defined plan / process for the provision of products and services?	<input type="checkbox"/>	<input type="checkbox"/>	_____
Is there a defined method by which customer requirements are agreed?	<input type="checkbox"/>	<input type="checkbox"/>	_____
Are all appropriate regulatory and legal requirements identified as part of the review of customer requirements?	<input type="checkbox"/>	<input type="checkbox"/>	_____
If changes to specification or order are accepted do you have a method to ensure that these are communicated and controlled?	<input type="checkbox"/>	<input type="checkbox"/>	_____
Is the process of managing customer complaints and feedback defined?	<input type="checkbox"/>	<input type="checkbox"/>	_____
If you carry out product design, are the inputs to the design process defined and documented?	<input type="checkbox"/>	<input type="checkbox"/>	_____
Have you defined how you verify that the final design meets the design specification?	<input type="checkbox"/>	<input type="checkbox"/>	_____
Are the design stages defined and reviews carried out with appropriate personnel at all stages?	<input type="checkbox"/>	<input type="checkbox"/>	_____
Do you have a method for validating that the final product will operate as intended?	<input type="checkbox"/>	<input type="checkbox"/>	_____
Are all changes to the design specification verified and validated and results recorded?	<input type="checkbox"/>	<input type="checkbox"/>	_____
Have you defined how suppliers are selected and their performance reviewed?	<input type="checkbox"/>	<input type="checkbox"/>	_____
Is the process for receiving and approving supplied goods defined?	<input type="checkbox"/>	<input type="checkbox"/>	_____
Do you have a defined method of identification and traceability for products as they go through the realization process?	<input type="checkbox"/>	<input type="checkbox"/>	_____
Do you have records of calibration or verification of measuring equipment?	<input type="checkbox"/>	<input type="checkbox"/>	_____

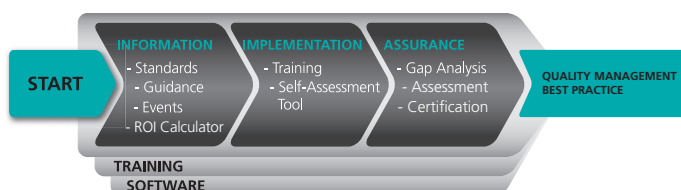
Measuring, analysis and improvement questions

Do you have a way of monitoring customer satisfaction and perception?	<input type="checkbox"/>	<input type="checkbox"/>	_____
Do you have a defined procedure for performing and analysing internal audits?	<input type="checkbox"/>	<input type="checkbox"/>	_____
Do you have a procedure for identifying potential non-conformities in the system? This may be a 'risk assessment' for instance.	<input type="checkbox"/>	<input type="checkbox"/>	_____
Do you have a procedure for identifying non-conformities, their cause, and implementing actions to prevent recurrence?	<input type="checkbox"/>	<input type="checkbox"/>	_____
Do you have a documented procedure for dealing with non-conforming products which prevent them from being delivered delivered.	<input type="checkbox"/>	<input type="checkbox"/>	_____

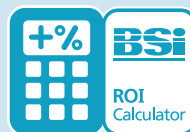
What next?

Get more from your self-assessment by arranging a Gap Analysis with one of our BSI experts. See how ready you are for certification and learn more about the process and next steps – simply call **0845 080 9000**. Alternatively attend one of our training courses to gain a deeper understanding of the requirements of ISO 9001 – request a course schedule or visit www.bsigroup.co.uk/training. If you feel that you are ready for certification call us on **0845 080 9000** and ask for a quotation.

From beginners through to advanced users, BSI has a broad range of Quality solutions



▲ Financial benefits of ISO 9001 have been shown by BSI customer research and independent research papers published by Management Science; V. 51; Journal of Business & Economics Research; V. 6; International Journal of Quality and Reliability Management; V. 19; management Science; V. 47; Accident Analysis & Prevention; V. 39 Journal of Operations Management; V. 24; Total Quality Management/University of Houston, Texas.



BSI Quality ROI Calculator – showing the financial benefits of ISO 9001 certification

ISO 9001 can help you save and make money and BSI's new, unique and free Return on Investment (ROI) calculator can show you how.

The tool is based on the findings of independent academic research▲ which shows that organizations with ISO 9001 certification financially outperform those without. Such financial benefits are supported by the experiences of thousands of BSI's customers. The tool enables you to compare the cost of certification with the financial benefits you could expect from it.

Support your business case for investing in ISO 9001. Request a FREE ROI calculation from BSI. Call 0845 080 9000 now.



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