

ISO 9001:2008

The Things You Need to Know

New Quality Standard ISO 9001:2008

A quality management system enables you to manage your business processes effectively. A quality management system is much more than a set of rules and procedures. When properly implemented and maintained, a QMS addresses the needs of your organization and delivers tangible business benefits.

The new version of ISO 9001 has recently been published. One of the main aims of ISO 9001:2008 is to facilitate integration with other standards. Although there are no new requirements as such, there are some key clarifications to be taken into account.

There are three main **objectives** to the new standard:

- Detail, clarify, improve the understanding of ISO 9001:2000 (previous version)
- Improve compatibility with MSA EN ISO 14001:2004
- Simplify the way in which ISO 9001 can be integrated with other management system standards (such as MSA OHSAS 18001)

Requirements

There are **no new requirements** in the new standard:

- The title, scope, and structure of the standard are unchanged
- The process approach is confirmed
- Compatibility with the latest revision of ISO 14001:2004 is maintained and improved upon
- Preservation of the quality management principles included in ISO 9000:2005

What's New?

There are **five** main areas to note. The relevant sections of the standard are noted in brackets.

1. A reinforcement of the notion of product conformity
2. Compatibility with other standards is evolving
3. A better understanding of outsourced processes
4. An editorial clarification of some requirements – for instance:

- (6.4) work environment, including an explanatory note on work environment giving examples, to help meet product conformity requirements;
 - (8.2.1) measurement of customer satisfaction, including a note broadening the scope beyond satisfaction surveys to include other channels such as customer feedback.
5. Some additional explanations regarding the requirements of the standard:
- (Introduction) the notion of risk;
 - (5.5.2) appointment of a management representative;
 - (6.2.2) assessing the effectiveness of achieving competence;
 - (8.5.2 et 3) assessing the effectiveness of corrective and preventive actions.

Transition to the New Version

Our transition timelines follow the ISO / IAF (International Accreditation Forum) guidelines and aim to smooth your organization's transition to the new version. Your options:

- Conduct your next audit to ISO 9001:2008 with MSA;
 - The transition is carried out without extension of audit duration and can be incorporated into your next surveillance if you are mid-cycle.
- Not ready? We can audit your organization to ISO 9001:2000 until December 2009, but please note the following:
 - If your audit is an initial audit or a reassessment;
 - After 15 November 2009 we will not issue ISO 9001:2000 certificates, and
 - Your ISO 9001:2000 certificate will no longer be valid after 15 November 2010,
 - If your audit is a surveillance audit;
 - Your ISO 9001:2000 certificate will no longer be valid after 15 November 2010.

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