Enhancements to SS ISO 9001: 2015 – How it Benefits Businesses

Mr Harnek Singh
Chair
National Technical Committee on Quality & Core Business Processes

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The Real-Time Economy =

Ideas + Technology + Information

(Better) (Faster) (Cheaper)



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Delighted Customers

better, faster, cheaper

Getting the **Right Things**

to the **Right Places**

at the **Right Times**,

for **Profit** / with **Savings**



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Benefits cited by ISO 9001 registered organisations



Improved Management

86% of respondents

Better Customer Service

73% of respondents

Improved Efficiency

69% of respondents

Reduced Waste

53% of respondents

Improved staff motivation

50% of respondents

Reduced cost

40% of respondents

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The new ISO 9001:2015

What are the significant changes?

1. The emphasis on **leadership**
2. **Organizational Context**
   - Responsiveness to business environment
3. The focus on **risk-based thinking**
   - Preventive action
4. Emphasis on **objectives, measurement and change**
5. Increase emphasis on **achieving value** for organization and its customers
6. **Communication and awareness**
7. **Aligning QMS policy and objectives** with the strategy of the organization

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The new ISO 9001:2015

Others:

8. Fewer prescriptive requirements
9. Documented Information
   - Decreased emphasis on documentation
10. Outsourcing is now External Provision
11. No requirement for Management Representative
12. No requirement for Quality Manual

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How implementing QMS helps

- Assess the **overall context of your organization** to define who is affected by your work and what they expect from you. This enables you to clearly **state your objectives and identify new business opportunities.**

- **Put your customers first**, making sure you consistently meet their needs and enhance their satisfaction. This leads to repeat customers, new clients and increased business for your organization.

- **Identify and address the risks** associated with your organization.

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How implementing QMS helps

- Work in a **more efficient way** as all your processes will be aligned and understood by everyone in the business or organization. This increases productivity and efficiency, bringing internal costs down.

- Meet the necessary **statutory & regulatory requirements.**

- **Expand into new markets**, as some sectors and clients require ISO 9001 before doing business.

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Quality in different areas of society

Area	Examples
Airlines	On-time, comfortable, safe, low-cost service
Health Care	Correct diagnosis, minimum wait time, lower cost,
Food Services	Good product, fast delivery, good environment
Postal Services	fast delivery, correct delivery, cost containment
Academia	Preparation for future, on-time knowledge delivery
Consumer Products	Properly made, defect-free, cost effective
Insurance	Payoff on time, reasonable cost
Military	Rapid deployment, no graft
Automotive	Defect-free
Communications	Clearer, faster, cheaper service

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Internal and External Benefits of Quality

Internal Benefits

- Reduce costs
- Increase productivity
- Increase reliability
- Increases speed/cycle time
- Boosts moral
- Increase customer retention
- Increase profit
- Sustainability

External Benefits

- Customer gets correct product or service
- Correct specifications
- Appropriate intangibles
- Customer satisfaction
- Customer retention

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Benefits of ISO 9001:2015



Improve Productivity



Increase Market Competitiveness



Enhance Export Capability



Promote Business Sustainability

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Benefits of ISO 9001:2015

- **Enhance organisational resilience through identifying and addressing risks and opportunities**
- **Build quality into products and services from design onward**
- **Model for meeting customers' requirements and exceed customers' expectation for quality products and services**
- **Model for continual improvement**
- **Integrate with global economy**
- **Common language for dealing with customers and suppliers worldwide**
- **Facilitate rise of services**

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Benefits of ISO 9001:2015

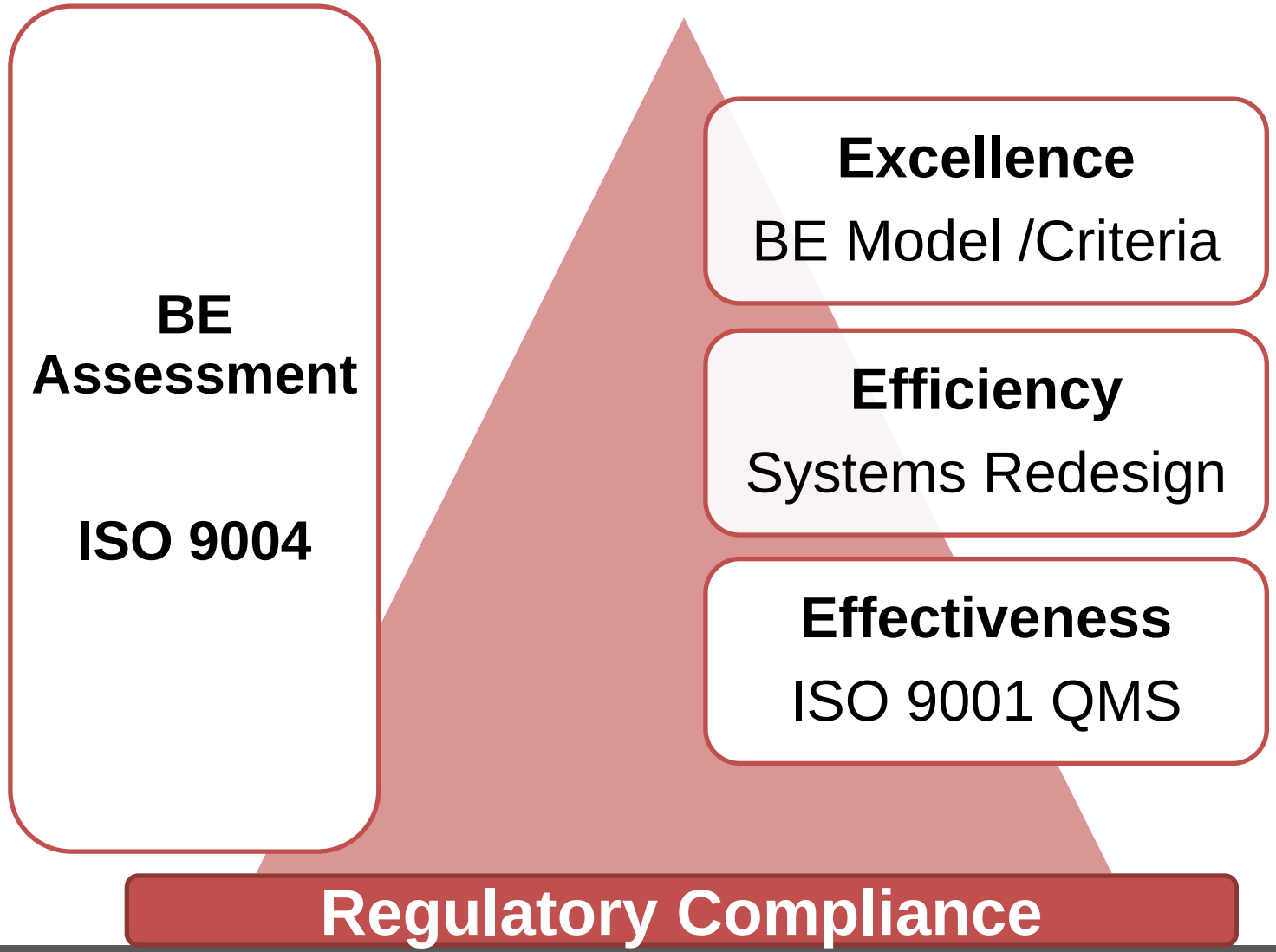
For the customer/stakeholders:

- **Increase satisfaction and confidence for quality products and services**



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ISO 9001 as Foundation for Excellence



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The Holistic Approach



BE Framework (Holistic & or Niche Standard) **QMS ISO 9001:2015, ISO 9004:2009**, JCI

Best Practices, QI/PI tools. Innovation Project, Kaizen, Lean 6 Sigma, IQC etc

ISO 9001 /JCI etc Various MSS, Performance Mgmt

Foundation

Organisation Context / **Organisation Profile**

Total Leadership Commitment

- ISO 9004 provides guidance on how to achieve sustained success with your QMS

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BE and ISO QMS Done Right

3 "magic pills" to achieve value / improve productivity and innovate with QMS - IS0 9001 on your BE Journey

1. **Involved Leadership & Clear Objectives**
2. **Focus on Customers & co-creating value!**
3. **Robust Processes and measures**

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In summary……

Being Effective



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Thank you for listening

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