

FREQUENTLY ASKED QUESTIONS

1. What is ISO ?

ISO is International Organization for Standardization. It is located in Switzerland and was established in 1947 to develop common international standards in many areas. Its members come from over 150 national standards bodies. ISO's purpose is to facilitate international trade by providing a single set of standards that people everywhere would recognize and respect

2. What is a ISO 9001:2008 Quality Management System

ISO 9001:2008 QMS is an international quality management system standard which include a group of processes used to generate and deliver products and/or services as per documented quality policy & objective of a Company.

3. What are the Requirements of ISO 9001:2008 QMS

Some of the requirements for ISO 9001:2008 QMS are listed below:

- Maintain a set of procedures that cover all key processes in the business;
- Monitor processes to ensure that they are effective;
- Keep adequate records;
- Check product output for defects, and use appropriate Corrective action where necessary;
- Regularly review individual processes and the quality system itself for effectiveness
- Facilitate continual improvement according to ISO 9001 Standards

4. What are Documents *required* for ISO 9001:2008 **Following Documents are required**

- Quality Manual
- Six Quality Procedures
- Quality Policy
- Quality Objectives
- Process Flowchart
- Work Instructions

The best ISO 9001:2008 QMS documentation combines the Quality Manual and the Quality Procedures into a single, user-friendly document.

5. Who needs ISO 9001:2008 QMS Training?

All Employees:

6. DO ISO 9001:2008 QMS Company Require Formats as Records ?

ISO 9001:2008 QMS does **not require** any specific forms. However good formats & checklists will make compliance with ISO 9001:2008 QMS **much easier** & save time

7. Is ISO 9001:2008 QMS specify obligatory requirements & the standard has set restriction on processes ?

Very often ISO 9000 standards are being wrongly understood as obligatory requirements, and also standardization organizations are seen as some kind of official authorities to define these requirements. Also very misleading is often heard statement that ISO 9001 QMS defines minimum requirements for quality management. There are no arguments for that in the standard texts. These may be reasons why companies' implementations so often reflect passive and reactive ways to realize standard issues. But that is not the purpose of ISO 9000 standards. One should use proactive and innovative means to realize standards clauses The standards set no restrictions for that. Innovativeness means that new things are done and old things are done in new ways. In ISO 9000 context this means that standard issues should be supplemented and adjusted by organizations by their own unique business related "What" and "How" elements. From organization's

performance point of view "How" is more important than "What". Real quality management system is always integrated into the business management system.

8. What are the common misconceptions ?

Some misconceptions are promoted by those who have a vested interest in a monopoly situation. It is to counter anti-competitive behavior. Business Organizations can opt for non accredited certification. The certification function provided by MQC may be accepted on the basis of an independently delivered certification service designed to support organizations seeking ISO 9001:2008 QMS Certification

Some common misconceptions are:

That certification and ISO 9000 QMS is Government controlled to be called ISO 9000 QMS Company, accredited certification is mandatory
That there is no choice available for firms in how they achieve certification
That the ISO 9000 QMS Certificate given by non accredited certification body is not valid.