SABS

QUALITY MANAGEMENT SYSTEMS
SANS/ISO 9001:2015

Contents

1. Introduction

Change is constant, yet in recent years business has been transforming with an unprecedented speed and intensity. The forces shaping today's world are colossal, multifaceted, surprising and challenging. More than ever, prosperity within organisations, societies and individuals depend on the extent to which they can adapt to these forces and deploy them to their advantage.

The success of an organisation depends on its agility and adaptability to change.

Over the years, companies have implemented SANS/ISO 9001 *Quality Management Systems* as a business tool for sustainability.

The South African Bureau of Standards is accredited to certify your company systems to the latest internationally recognised SANS/ISO 9001. This system certification scheme is suitable for companies of any size or sector seeking to improve their management and operational processes and meet customer expectations.

2. What SANS/ISO 9001 is all about

SANS/ISO 9001 is built on seven quality management principles. Following these principles will ensure your organisation or business is set up to consistently create value for your customers.

The seven quality management principles are:

Customer focus
Meeting and exceeding customer needs is the primary focus of quality management and will contribute to the long-term success of your enterprise. It is important to attract and retain the confidence of your customers, so adapting to their future needs is the key.

Improvement
Successful organisations have an on-going focus on improvement. Reacting to changes in the internal and external environment is necessary if you want to continue to deliver value for your customers. This is of paramount importance today when conditions evolve so quickly.

Relationship management
Today's businesses and organisations do not work in a vacuum. Identifying the important relationships you have with interested parties such as your suppliers and setting out a plan to manage them, will drive sustained success.

Process approach
Understanding activities such as processes that link together and function as a system helps achieve more consistent and predictable results. People, teams and processes do not exist in a vacuum and ensuring everyone is familiar with the organisation's activities and how they fit together will ultimately improve efficiency.

Leadership
Having a unified direction or mission that comes from strong leadership is essential to ensure that everyone in the organisation understands what you are trying to archieve.

Engagement of people
Creating value for your customers will be easier if you have competent, empowered and engaged people at all levels of your business or organisation.

Evidence-based decision making
Making decisions is never easy and naturally involves a degree of uncertainty, but ensuring your decisions are based on the analysis and evaluation of data is more likely to produce the desired result.

3. The benefits of SANS/ISO 9001

Implementing a quality management system will help you:

Access the overall context of your organisation to define who is affected by your work and what they expect from you. This will enable you to clearly state your objectives and identify new business opportunities

Put your customers first, making sure you consistently meet their needs and exceed their expectations. This can lead to repeat customers, new clients and increased business for your organisation

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

Meet the necessary statutory and regulatory requirements

Expand into new markets, as some sectors and clients require certification to SANS/ISO 9001 before doing business

Identify and address the risks associated with your organisation

4. Why choose SABS for Certification

SABS has a proven track record, having worked with over 5 000 companies, from small and medium sized businesses to big companies and we have been in business for more than 70 years.

Our diverse portfolio of highly skilled and technically competent auditors (SAATCA registered) include a high standard of ethical conduct. This provides the basis of impartial and value added assessments.

SABS is accredited by the South African National Accreditation Scheme (SANAS) as a certification body and by the Raad Voor Accreditatie (RVA) for FSSC and OHSMS and is recognised as a leader in certification and quality assurance services.

5. SABS Certification Process

The Certification process for System Certification involves the following steps:

01 Enquiry received from prospective client

02 Certification application forms e-mailed to prospective client

03 On return of completed application a certification quotation will be submitted to the prospective client client

04 Acceptance of quotation agreement by the client

05 Stage 1 assessment conducted to evaluate readiness for Stage 2.

06 Stage 2 assessment (Stage 2 to be conducted within 6 months from Stage 1 assessment.)

07 Clearance of findings (within 3 months of assessment) & finalising certification agreement in line with ISO 17021 requirements

08 Certification decision by the Approvals Board

09 Annual surveillance audits. Re-certification every 3 years

6. Preparing for Certification

- Obtain SANS/ISO 9001 standard (Standardsales@ sabs.co.za)
- Understand the requirements of SANS/ISO 9001
- Involve executive management and make them understand the concepts and obtain their commitment
- Establish a quality management steering committee
- Train management and employees that will be directly involved in the implementation of SANS/ISO 9001
- Communicate a certification implementation plan to all employees in the company
- Create self-assessment questions
- Identify the organisation's key processes and the interactions with each other and the customer
- Establish SMART objectives
- Establish a quality management manual and relevant procedures
- Establish an internal auditing system
- Measure compliance with the procedures and other documents
- Establish a comprehensive corrective action plan
- Conduct a management review
- Review results and continuously improve on activities, processes and systems
- Entrench a culture of quality

"The Academy is accredited with SAATCA for Lead auditor courses in QMS/EMS/OHSMS and ISO 22000. The Academy is also accredited with FSSC for all FSSC courses (Introduction, awareness, transition, implementation and auditing levels)"
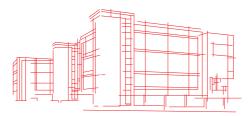
7. Training on SANS/ISO 9001

The SABS Training Academy continues to bring to your doorstep quality training and development to various management system standards. We actively train industry on creating overall organisational awareness and implementation of management systems (SANS/ISO 9001, SANS/ISO 14001, SANS/ISO 45001, FSSC, SANS/ISO 22001, etc.) Our training sessions are focussed on capacitating management, quality practitioners, internal audit teams and staff that underpins the successful implementation and entrenchment of management systems.

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The series of courses offered within this quality faculty will enhance the understanding of the standards and their requirements, thus enabling learners to implement and maintain such systems in their respective organisational environments.The most recent information on our training schedule, applications and pricing is available on our website www.sabs.co.za

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