ISO 9001 Quality Management Principles Cheat Sheet

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Introduction

The ISO 9000:2015 and ISO 9001:2015 standards are based on seven quality management principles that senior management can apply for organizational improvement. This International Standard specifies requirements for a quality management system when an organization:

a) needs to demonstrate its ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, and

b) aims to enhance customer satisfaction through the effective application of the system, including processes for improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

http://asq.org/learn-about-quality/iso-9000/overview/quality-management-principles.html#

1. Customer focus

- Understand the needs of existing and future customers
- Align organizational objectives with customer needs and expectations
- Meet customer requirements
- Measure customer satisfaction
- Manage customer relationships
- Aim to exceed customer expectations

2. Leadership

- Establish a vision and direction for the organization
- Set challenging goals
- Model organizational values
- Establish trust
- Equip and empower employees
- Recognize employee contributions

3. Engagement of people

- Ensure that people's abilities are used and valued
- Make people accountable
- Enable participation in continual improvement
- Evaluate individual performance
- Enable learning and knowledge sharing
- Enable open discussion of problems, constraints

4. Process approach

- Manage activities as processes
- Measure the capability of activities
- Identify linkages between activities
- Prioritize improvement opportunities
- Deploy resources effectively

ISO 9000



5. Improvement - a systematic approach

- Improve organizational performance and capabilities
- Align improvement activities
- Empower people to make improvements
- Measure improvement consistently
- Celebrate improvements

6. Evidence-based decision-making

- Ensure the accessibility of accurate and reliable data
- Use appropriate methods to analyze data
- Make decisions based on analysis
- Balance data analysis with practical experience

7. Relationship management

- Identify and select suppliers to manage costs, optimize resources, and create value
- Establish relationships considering both the short and long term
- Share expertise, resources, information, and plans with partners
- Collaborate on improvement and development activities
- Recognize supplier successes

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8. Continuous Improvement (9001)

Continuously improving your processes and systems should be a permanent organizational objective. Thereby improving the overall organizational performance

International Generic Standard

All the requirements of this International Standard are generic and are intended to be applicable to any organization, regardless of its type or size, or the products and services it provides.

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Published 1st November, 2015.
Last updated 10th May, 2016.

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