

Welcome to presentation
by



Netpeckers
Excellence for eternity.

NETPECKERS CONSULTING (P) LTD.

An ISO 9001:2000 complaint organization



On

Advantages and Importance of implementing

ISO 9001 : 2000

DURATION 25 MINUTES.

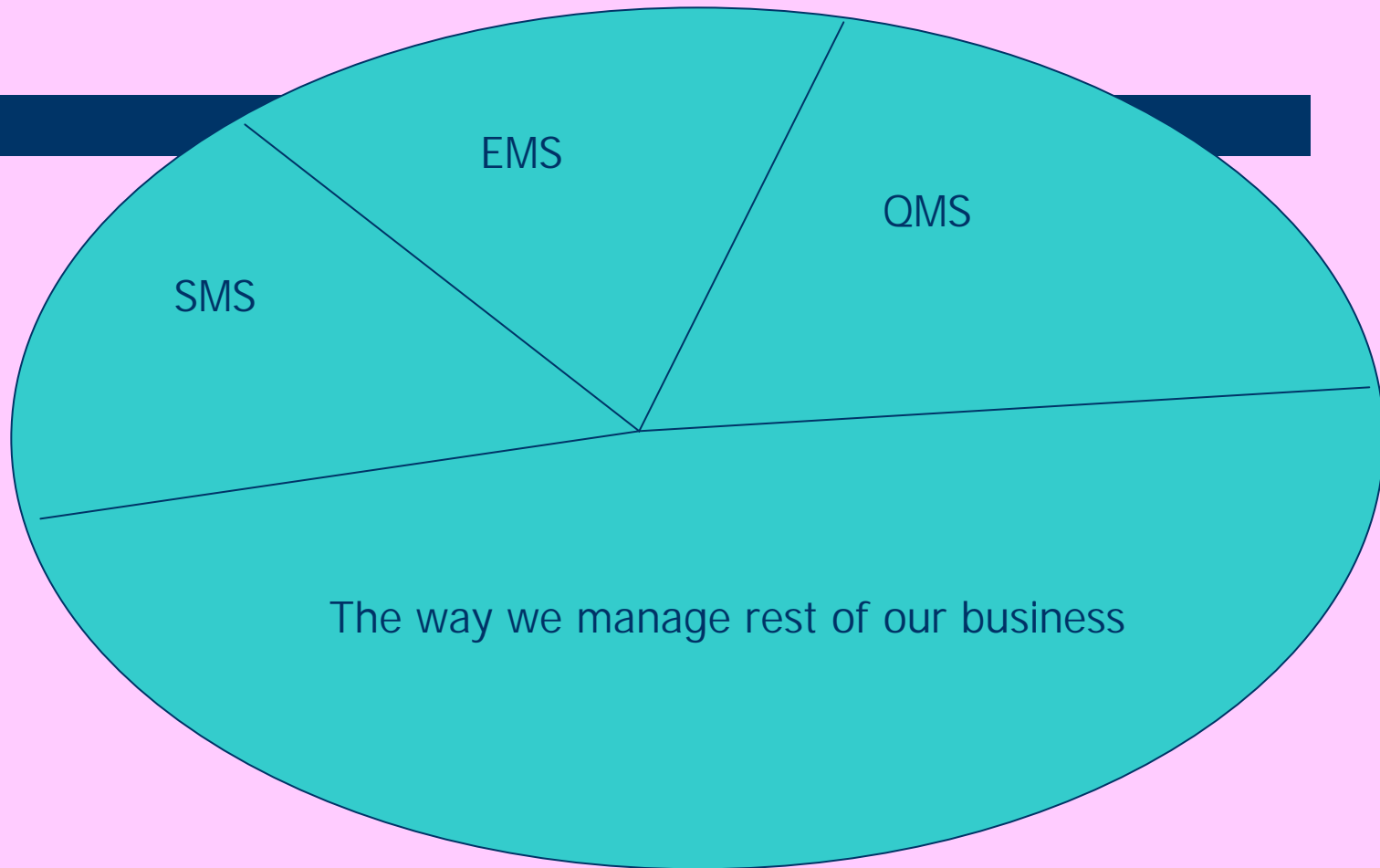


Contents of the presentation

- Importance of ISO & Definition of Quality
- How ISO started & Certification road map
- Process based Quality Management System
- Eight quality management principles of ISO 9001: 2000
- System Documentation involved in ISO 9001 : 2000
- Clauses involved in ISO 9001 : 2000
- Steps involved in ISO 9001 : 2000
- Scope of consultancy offered by us
- Our partial clientele



Business & its surrounding factors today



SCOPE OF

Strategic planning
Financial services
Marketing
Legal Services
Product research
Product design
Procurement
Production
Installation
Servicing
Sales
Waste Management
Plant design
Tooling design
Medical services
Administration
Site security
Human resources

**SCOPE OF
QUALITY SYSTEM**

Marketing
Product research
Product design
Procurement
Production
Installation
Servicing
Sales
Plant design
Tooling design
Administration
Human resources

**SCOPE OF ISO
9001**

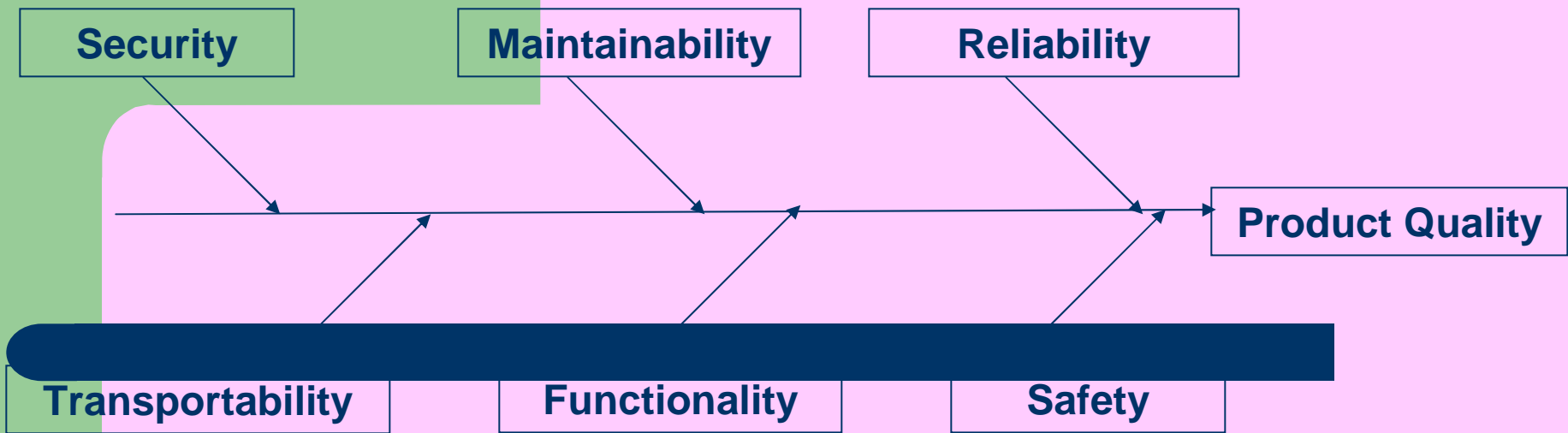
Contract review
Product design
Procurement
Production
Installation
Servicing
Training

**SCOPE OF
REGISTRATION**

Production
Installation
Servicing
of.....

The Scoping effect



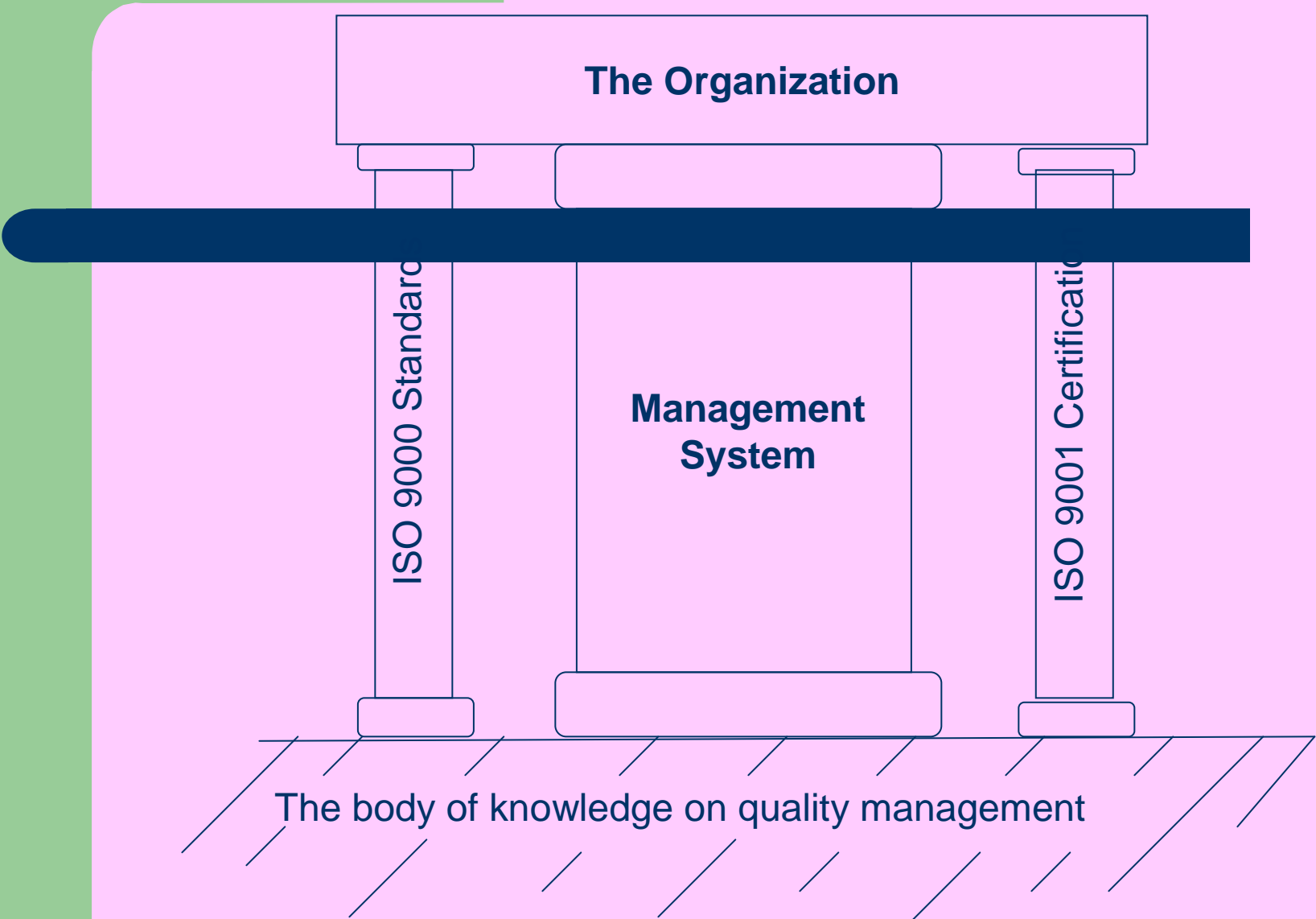


Determinants of product quality

What is Quality?

- "The totality of characteristics of an entity that bear on its ability to satisfy stated or implied needs."

ISO 8402, 2.1



The three pillars of ISO 9000



Why should my organization implement ISO 9000

- ✓ To keep customers coming again to you
- ✓ and to keep them satisfied for your product
- ✓ Provide consistent direction to employees
- ✓ Increase employee awareness of quality
- ✓ Opportunity for continuous improvement
- ✓ And that means consistently happy customers & A Growing organization

ISO came from ISOS which means Equal in Greek

ISO is pioneered by International Organization for Standardization at present comprising 150 members countries out of total 191 countries around the world. According to ISO, at least **343,643 ISO 9000 certificates were issued worldwide up to the end of December 31, 1999** The object of ISO is to promote the development of standardization and related activities in the world with a view to facilitating international exchange of goods and services, and to developing cooperation in the spheres of intellectual, scientific, technological and economic activity.





International Organization for
Standardization was set up in 1947 , Geneva
Switzerland with
Technical Committee 176
Consisting of participants nations

With a responsibility to create a equal platform of Quality
That can be offered by all countries over the globe.

They set up ISO guidelines showing a system to ensure
CONSISTENT QUALITY of products and services.

In order to achieve QUALITY in business

ISO has developed
QUALITY MANAGEMENT STANDARDS or
QUALITY ASSURANCE STANDARDS

Popularly called as 9000 series standards

ISO 9000 series published in the year 1987 and later updated in 1994.
These popular 1994 standards contained

ISO 9001 - *Model for Design Development, Production, Installation and Servicing*

ISO 9002 - *Model for Production, Installation and Servicing*

ISO 9003 - *Model for Final Inspection and Testing*

Recently in 2000, the ISO 9000 series standards got updated as depicted below

ISO 9001 : 2000

*Quality Management System - Requirements
(Available for Certification)*



Certification Roadmap

ISO 9001 : 2000 Revised version unified and aiming to continual improvement
Containing all the 20 elements of quality system

ISO/IEC Guide 25 : 1990 for testing laboratories involved in calibration & testing

ISO TS-16949 : 2002 Certificate for Automotive industry suppliers

ISO : 14001 Certification for Environmental sensitive industries

OSHAS 18000 Certification for Better environment for workmen

SA 8000 Certification showing commitment to social accountability



ISO certification
Means that
You are following
A system in your organization

Assuring

CONSISTENT QUALITY

For your

EXTERNAL AND INTERNAL

CUSTOMERS.



NATIONAL STANDARDS

MEASUREMENT TRACEABLE
TO NATIONAL STANDARDS

**PRIMARY STANDARD
(CALIBRATION LAB)**

**SECONDARY STANDARD
(CALIBRATION LAB)**

**WORKING STANDARD
(PRODUCTION)**

**PRODUCT
CHARACTERISTICS**

CALIBRATION

Traceability of standards

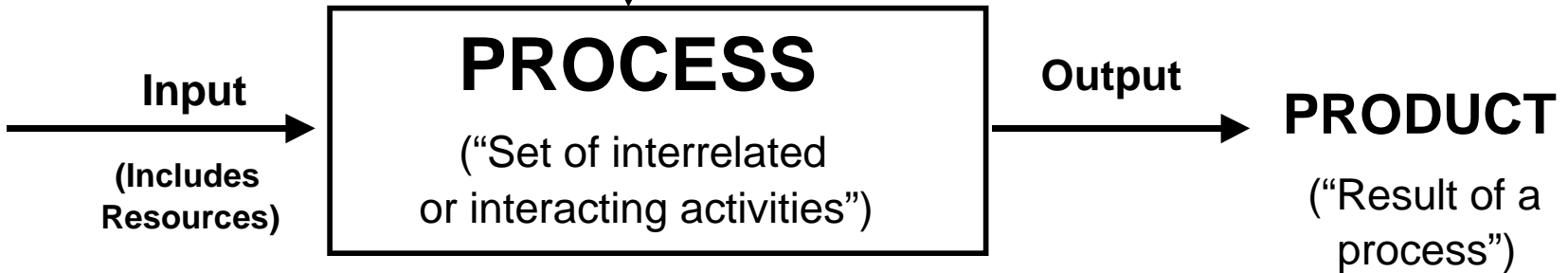


ISO 9000:2000 clause 3.4.1 defines a "Process" as:
"Set of interrelated or interacting activities which
transforms inputs into outputs

PROCEDURE*

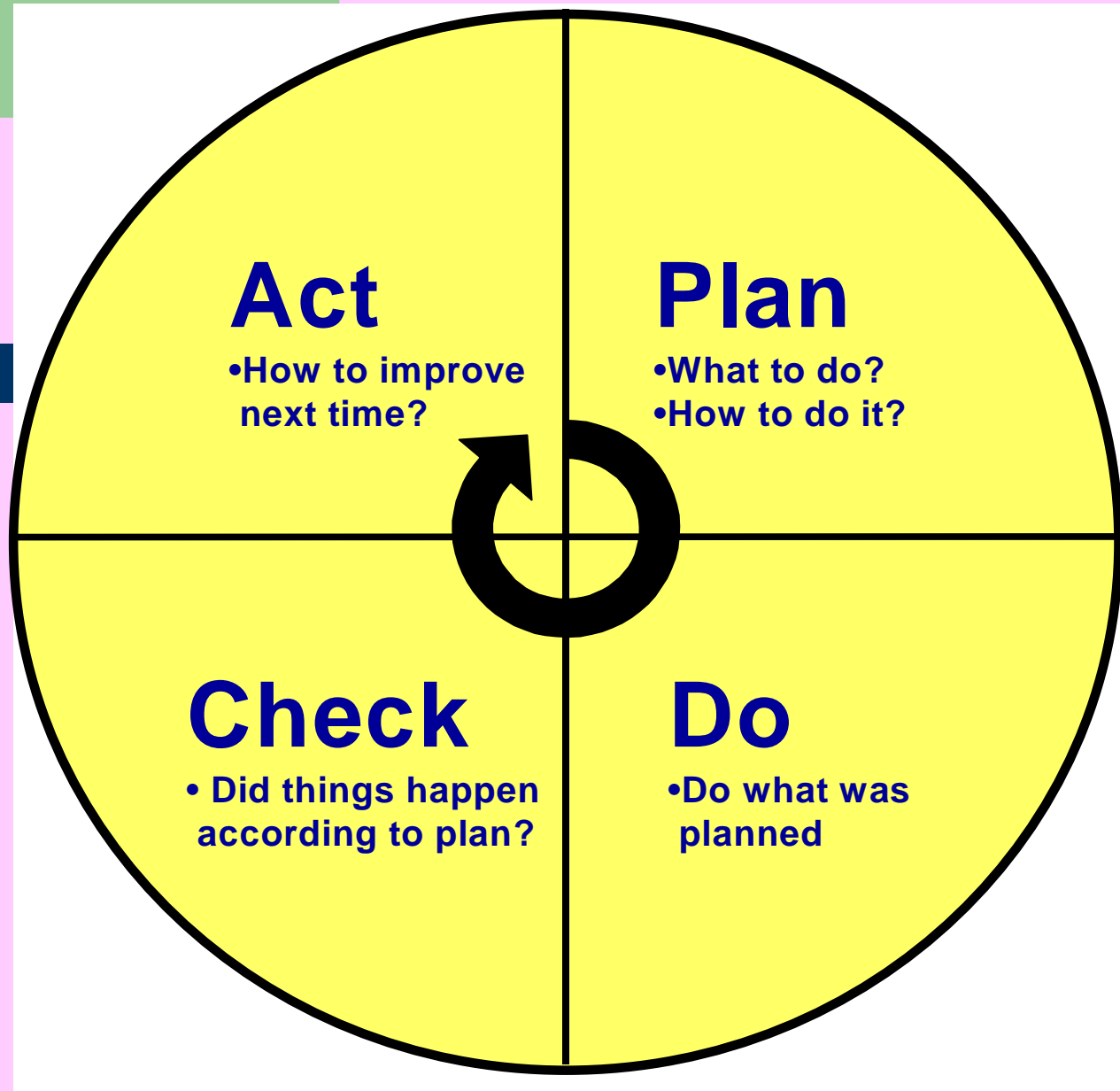
("Specified way to carry out an activity or a process" - may be documented or not)

EFFECTIVENESS
OF PROCESS =
Ability to achieve
desired results
(Focus of ISO
9001:2000)



**MONITORING AND
MEASUREMENT OPPORTUNITIES**
(Before, during and after the process)

**EFFICIENCY OF
PROCESS =**
Results achieved
vs resources used
(Focus of ISO
9004:2000)



Schematic representation of typical quality management system processes according to clauses

5. Top Management Processes

Examples

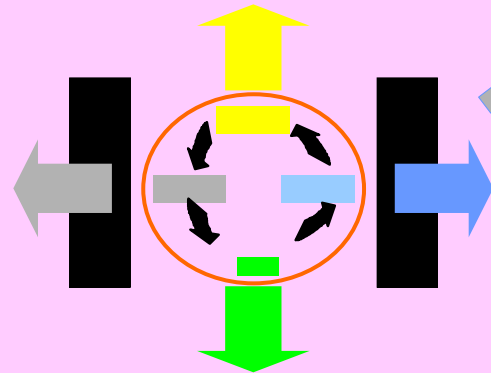
- Process to define quality policy and objectives
- Communication process
- Management review

4. Quality Management System Processes

6. Resource Management Processes

Examples

- Determination and provision of resources
- Human resources
- Infrastructure definition
- Work environment definition



7. Product Realization Processes

Examples

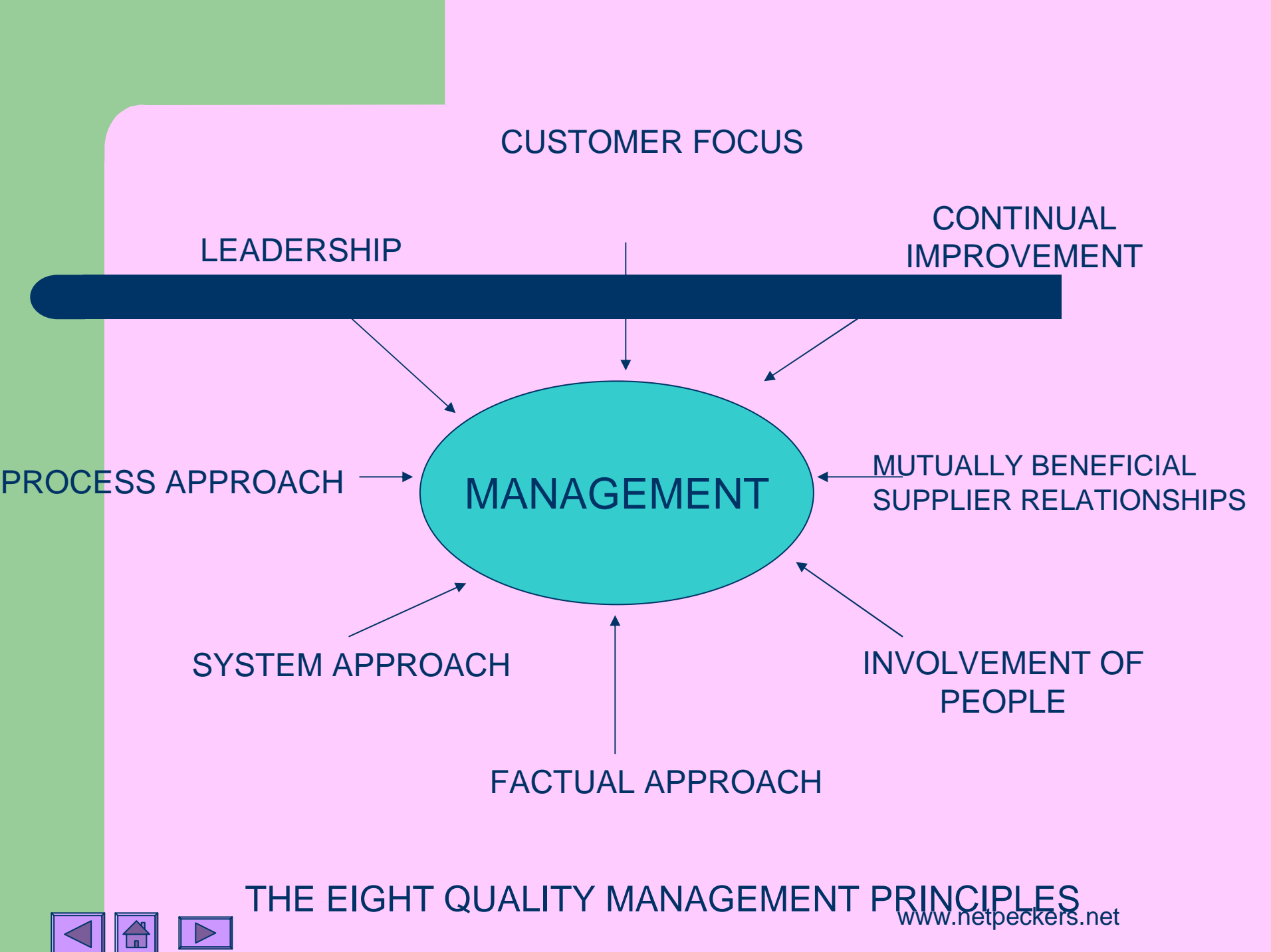
- Planning
- Customer related processes
- Design & development process
- Purchasing process
- Production & service provision
- Control of monitoring and measuring devices

8. Measurement, Analysis and Improvement Processes

Examples

- Processes to demonstrate:
 - Conformity of product
 - Conformity of management system
 - Continual improvement





THE EIGHT QUALITY MANAGEMENT PRINCIPLES



We all PLAN and WORK OUT our activities

In an ISO 9001 organization, the whole organization

The whole organization is planning its activities based on planning
Of TOP MANAGEMENT

Facilitated by RECORDS
Which demonstrate our planning, implementation and
correcting skills



Classification of documents

DOCUMENTS

CONTROLLED DOCUMENTS

UNCONTROLLED DOCUMENTS

POLICIES & PRACTICES

DERIVED DOCUMENTS

PRESCRIPTIVE DOCUMENTS

- Specifications
- Plans
- Schedules
- Procedures
- Instructions

REFERENCE DOCUMENTS

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- Standards
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DESCRIPTIVE DOCUMENTS

INTENTIONS

- Proposals
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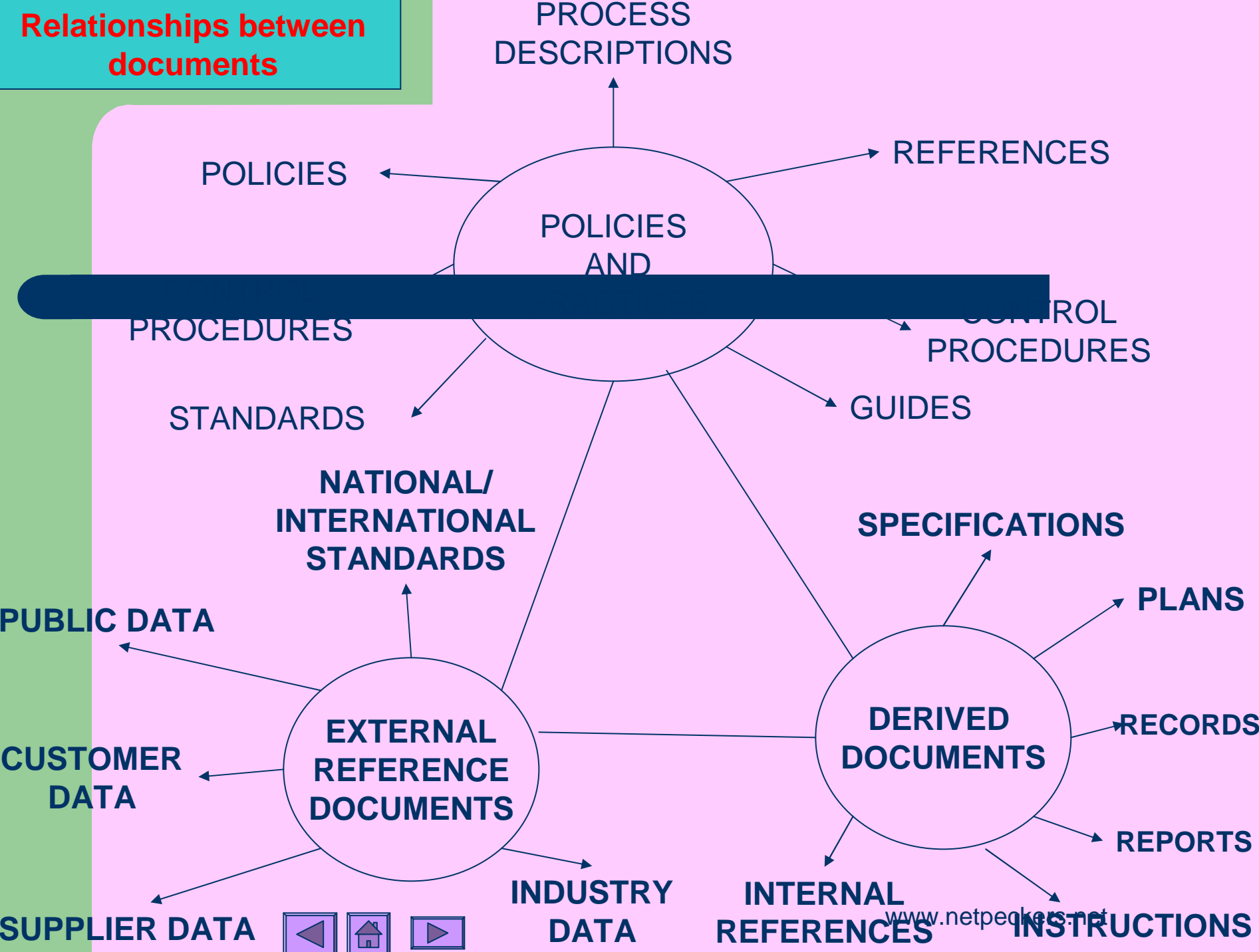
RECORDS

- Certificates
- Results
- Reports

- Memoranda
- Letters
- Note books
- Diaries
- Calendars



Relationships between documents



Target of all the documentation in the ISO 9000 process is to

Documented Quality System

& not

System of Documents



The RECORDS help in

1. Keeping records where there are no records of work done
2. Keeping records of personnel activities
3. Reduce of wastage of material
4. Reduce of reworking activities
5. Saving time, money and increasing resources of organization
6. Display of systematic management to CUSTOMERS and SUPPLIERS
7. Reduction of rush hour emergencies
8. Renowned name in market for offering QUALITY
9. Special preference in Government Organizations & Tenders
10. Data accumulation for further decision making.



ISO 9001 : 2000 CLAUSES

-1. Quality Management System

General & Documentation Requirements

2. Management Responsibility

- Management Commitment

Planning

- Quality Policy

- Responsibility, Authority and Communication

- Management Review

3. Resource Management

Provision of Resources

- Infrastructure

- Human Resources

- Work Environment

4. Product Realization

- Planning of Product Realization

- Customer-related Processes

- Design and Development

- Purchasing

- Production and Service Provision

- Control of Monitoring and Measuring Devices

5. Measurement, Analysis & Improvement

- General

- Monitoring and Measurement

- Control of Non-Conforming Product

- Analysis of Data

- Improvement in process

Steps involved in ISO 9001 Project

Appointment of consultant

**Understanding the existing system along
with existing responsibilities
With respect to requirements of ISO,
5Ws and 1H**

*If we wish to define an activity in totality logically,
we should normally be able to define it in terms of*

5Ws & 1H as depicted below

Who does What Why When Where

&

How

*W's - Defines Activity, Responsibility &
Authority, Need / Purpose, Time & Location*

*H- Defines Operating Procedure of Activity /
Set of Instructions*



Steps involved in ISO 9001 : 2000 project

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Appointment of management representative & understanding
Activities of organization with 5Ws & 1H

Preparing Vision, Mission, Quality policy,
Quality objectives for the organization

ISO Awareness training
To all concerned employees

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Preparation of Draft Quality Manual & work instructions

Adding suggestions from Management in the documentation

Issue of final Quality Manual & work instructions in co-ordination with M.R.

M.R.'s training on implementing the system in organization

Internal Quality Auditor's training on implementing the system in organization

Analysis of data recorded in the forms of various functions of 3 months

Internal Quality Audit of the organization



Receipt of non conformance if any

Closing of non conformance

Call certification agency for final audit

Management review meeting

Audit conducted by agency

Submission of final documents to agency

Receipt of certificate from the agency



1. **Understanding the Company & its sequence of activities**
2. **Appointment of Management Representative**
3. **Knowing responsibilities of the personnel in the organization.**
4. **Providing recommendations to the Top Management for areas of improvement/attention, needing specific resources based on current review.**
5. **Quality Management System Documentation as per the requirement of ISO 9001:2000 which includes (4 levels) in co-ordination with M.R.**
 - ✓ **Quality System Manual**
 - ✓ **Quality System Procedures**
 - ✓ **Job specific Work instructions/Standard Operating Procedures for Personnel/Activities affecting quality.**
 - ✓ **Formats for maintenance of records.**
6. **ISO Awareness Training for the employees of the company**

6. **Department/ function specific system Awareness Training based on the documented system.**
7. **Management Representative's Training for implementation, maintenance and monitoring of the Quality management system of the company.**
8. **Internal Quality Auditor's Training for a selected group of employees by qualified auditors.**
9. **Periodic Implementation monitoring in the organization up to the Certification Audit.**
10. **Initiation incl. presence in the Internal Quality Audit conducted in the Company.**
11. **Initializing SWOT Analysis to know the current status of improvement of the organization, various department/functions and its personnel**
12. **Coordination with the Certification Agency up to the Certification audit.**
13. **Providing recommendations for improvement after the Certification audit.**

Professional Memberships

- Quality management web ring
- International Webmaster's Association Guild
- Internal Consultants World wide
- Ahmedabad Management Association

TEAM @ NETPECKERS

1. Certified Auditor
2. Documentation Executive
3. Survey Executive
4. Marketing & Customer Support executive
5. Customer relationship management executive
6. Chartered Accountant
7. Industrial Lawyer



Summary of all the ISO guidelines

Decide what you do.
Say what you do.
Do what you say.




Thank you for joining in the presentation
Please fill in the feedback form
Which would help us to be more precise
In our efforts.

Sanjay Punjabi
Certified Auditor
san@netpeckers.net
M-9426077684



An ISO 9001:2000 complaint organization



Customer Name	Service offered	Location
Maharshi Udyog	ISO 9001, Web-site, Presentation	Ahmedabad
Maharshi Labels Pvt Ltd.	ISO 9001, Web-site, Presentation	Ahmedabad
Delta Electricals	ISO 9001 ,Documentation Software	Ahmedabad
Deepak poly plast Pvt. Ltd	ISO 9001 consulting , Multimedia Presentation	Ahmedabad
Anand Polymers	ISO 9001 consulting	Ahmedabad
Electronic Instrumentation & Control	ISO 9001 Consulting	Ahmedabad
Crystal Polymers	ISO 9001 consulting	Ahmedabad
Asarwa Mills	Enterprise development & corporate web site	Ahmedabad
Parsoli Corporation Ltd.	Corporate web site Golden Web Award Winner	Ahmedabad
Maniar & Co.	Corporate web site Golden Web Award Winner	Ahmedabad
New Fly fortune world Travels Ltd.	Corporate web site	Ahmedabad
Ozone Group	Corporate web site	Netherlands
Endeavour Instrument P Ltd	ISO 9001 ,Corporate web site ,Multimedia Presentation	Ahmedabad
Gujarat Ambuja Cements Ltd	Corporate Training	Ahmedabad
Hiren Gandhi & Associates	Corporate web site	Ahmedabad
Gujarat Gold Centre	Corporate Web site	Ahmedabad
	Corporate Training	www.netpeckers.net Ahmedabad

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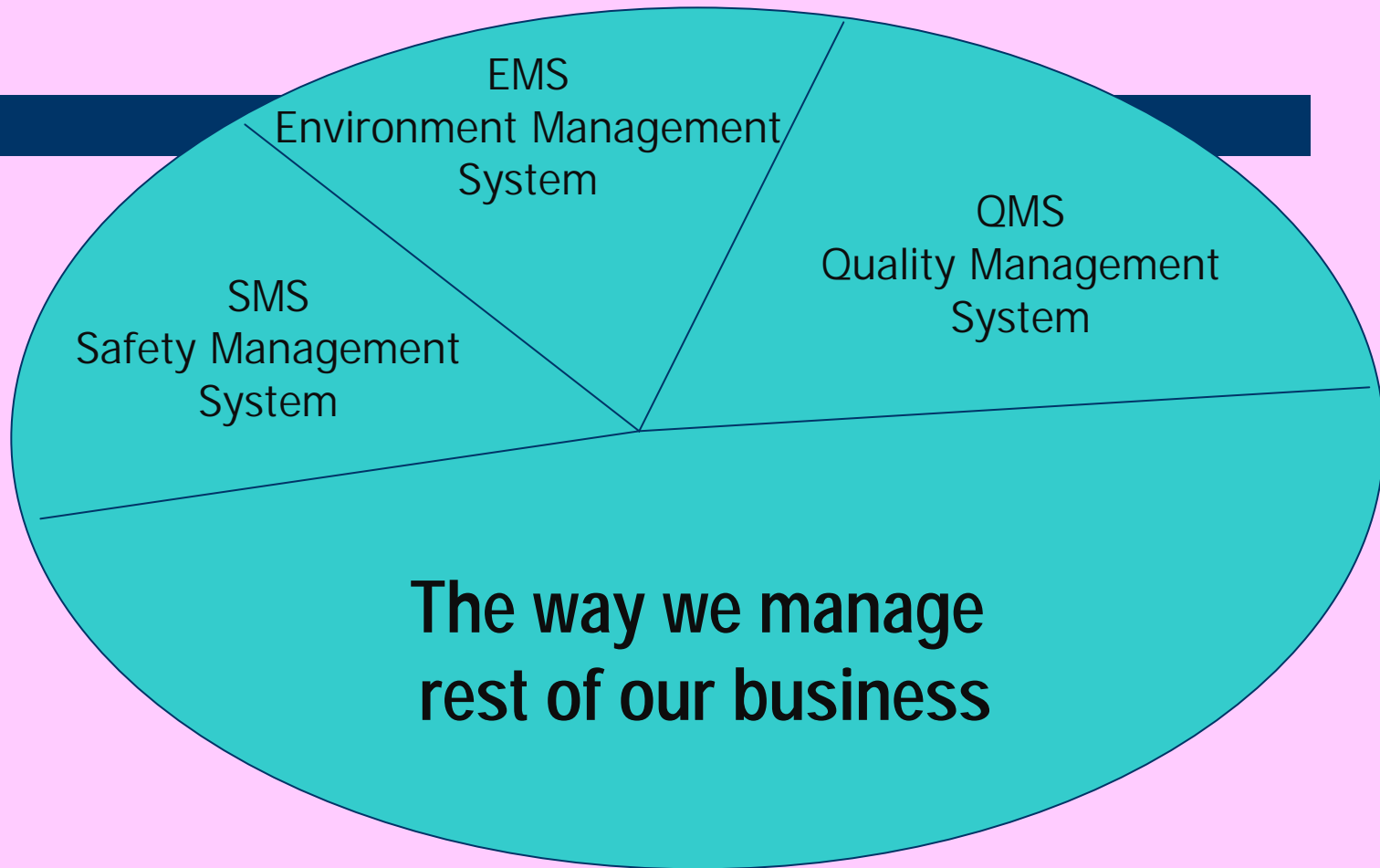


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Business & its surrounding factors today



**The way we manage
rest of our business**



SCOPE OF BUSINESS

Strategic planning
Financial services
Marketing
Legal Services
Product research
Product design
Procurement
Production
Installation
Servicing
Sales
Waste Management
Plant design
Tooling design
Medical services
Administration
Site security
Human resources

SCOPE OF QUALITY SYSTEM

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SCOPE OF ISO 9001

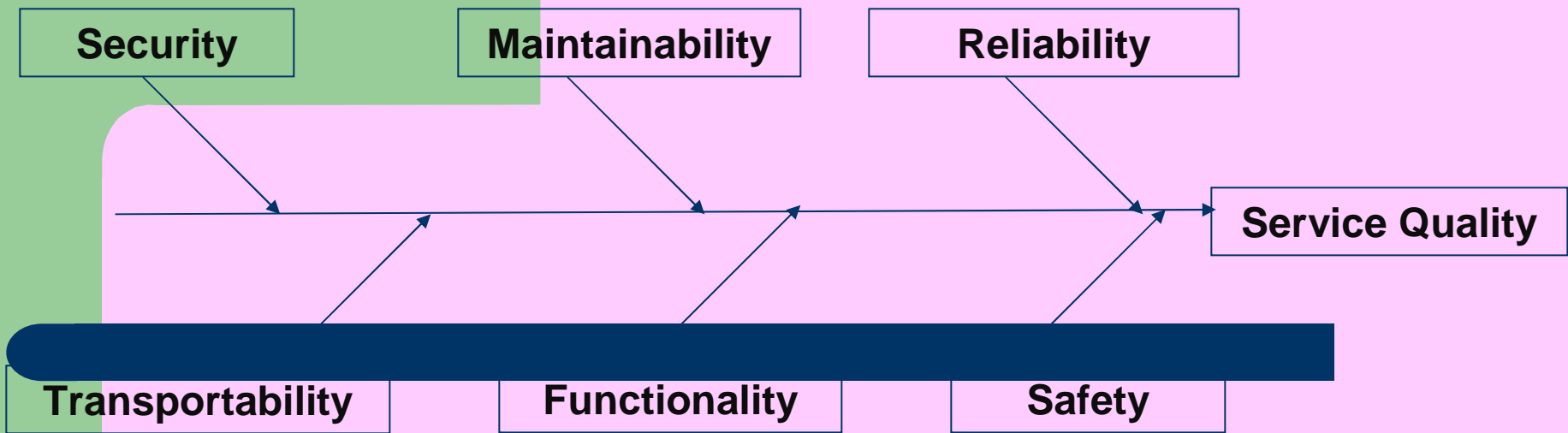
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SCOPE OF REGISTRATION

Production
Installation
Servicing
of.....

The Scoping effect



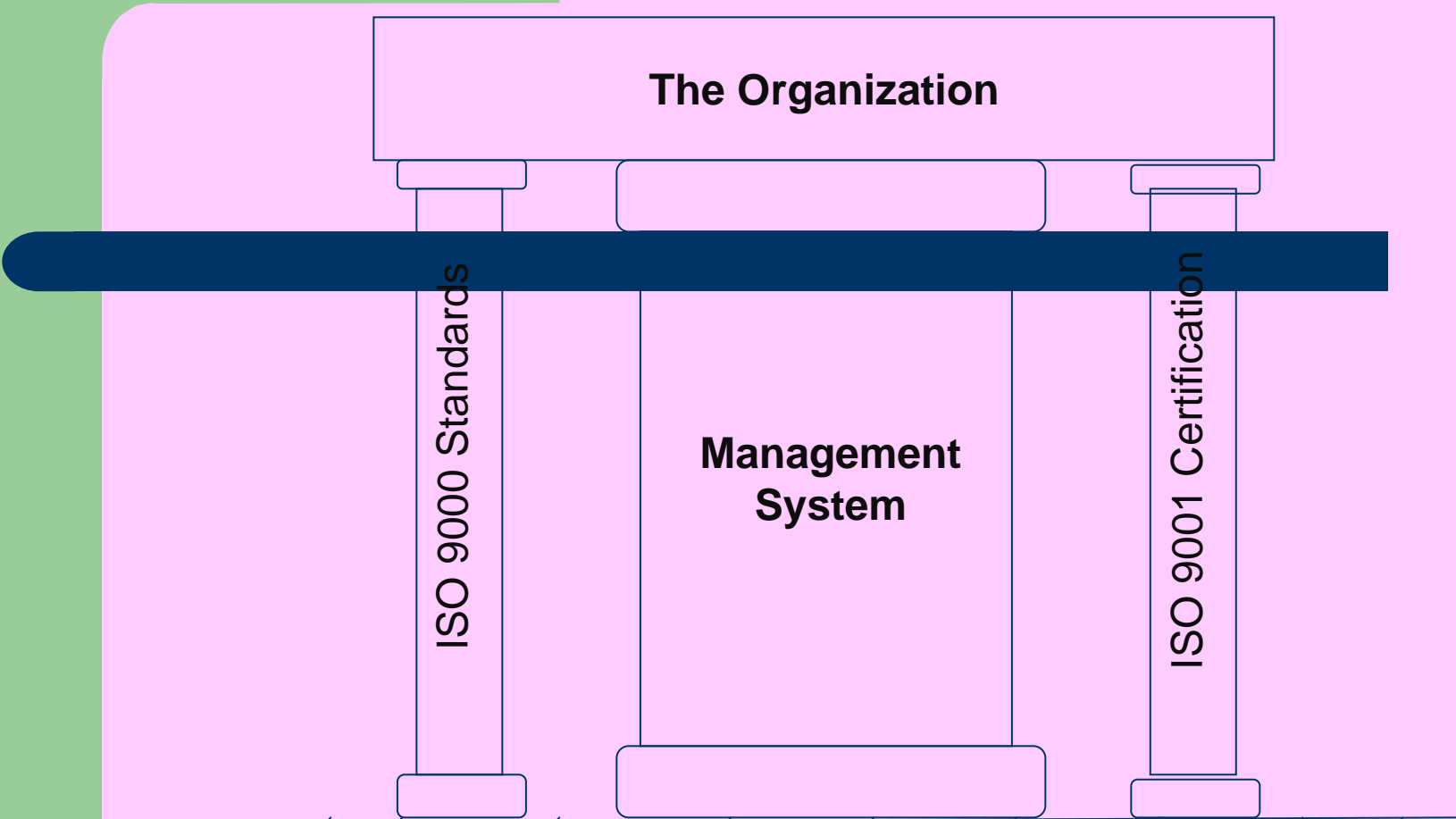


Determinants of service quality

what is Quality?

- "The totality of characteristics of an entity that bear on its ability to satisfy stated or implied needs."

ISO 8402, 2.1



The body of knowledge on quality management

The three pillars of ISO 9000



Why should my organization implement ISO 9000

- ✓ To keep customers coming again to you for repeat orders
- ✓ To give you good word of mouth publicity
- ✓ Reference business from same customers
- ✓ To have SYSTEM & PROCESS Approach in all functions
- ✓ To offer standard quality service across continents
- ✓ Provide consistent direction to employees in offering Quality.
- ✓ Opportunity for continuous SELF improvement at all levels
- ✓ Preference in Government organizations
- ✓ Better supplier relationships for lower cost of services.
- ✓ Get a International Quality Label



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ISO 9001 : 2000

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Some of the prominent certifications

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**SECONDARY STANDARD
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**PRODUCT
CHARACTERISTICS**

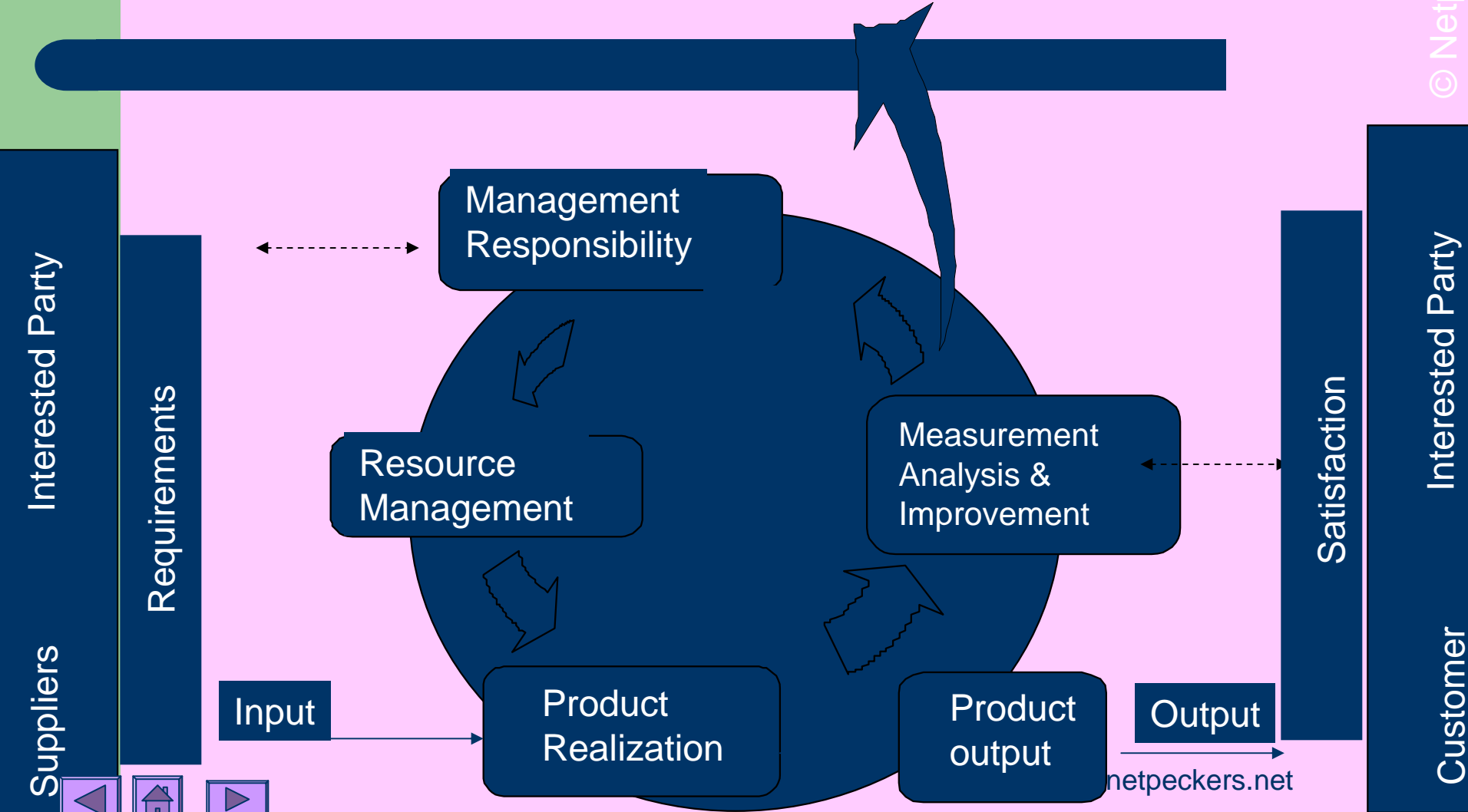
CALIBRATION

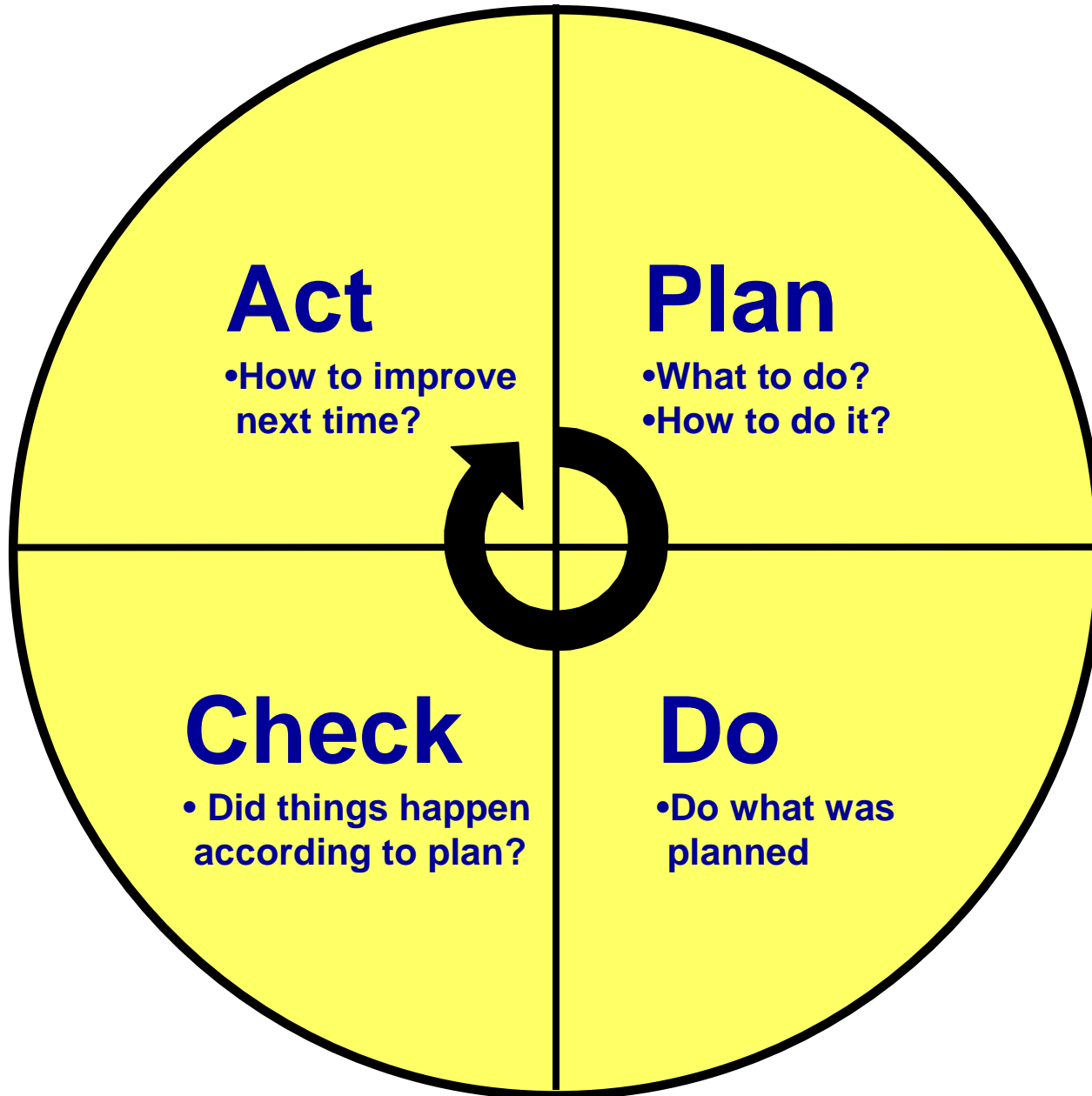
Traceability of standards to services if applicable



Model of a process-based quality management system (Taken from ISO 9001:2000)

Continual Improvement of the Quality Management System





Schematic representation of typical quality management system processes according to clauses

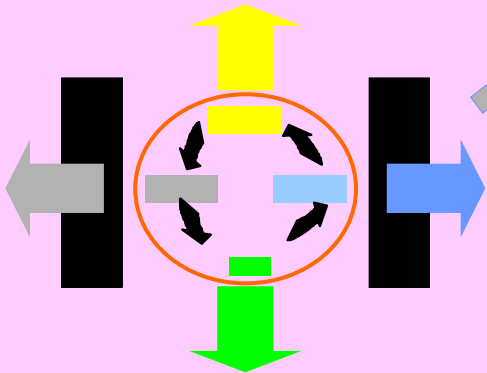
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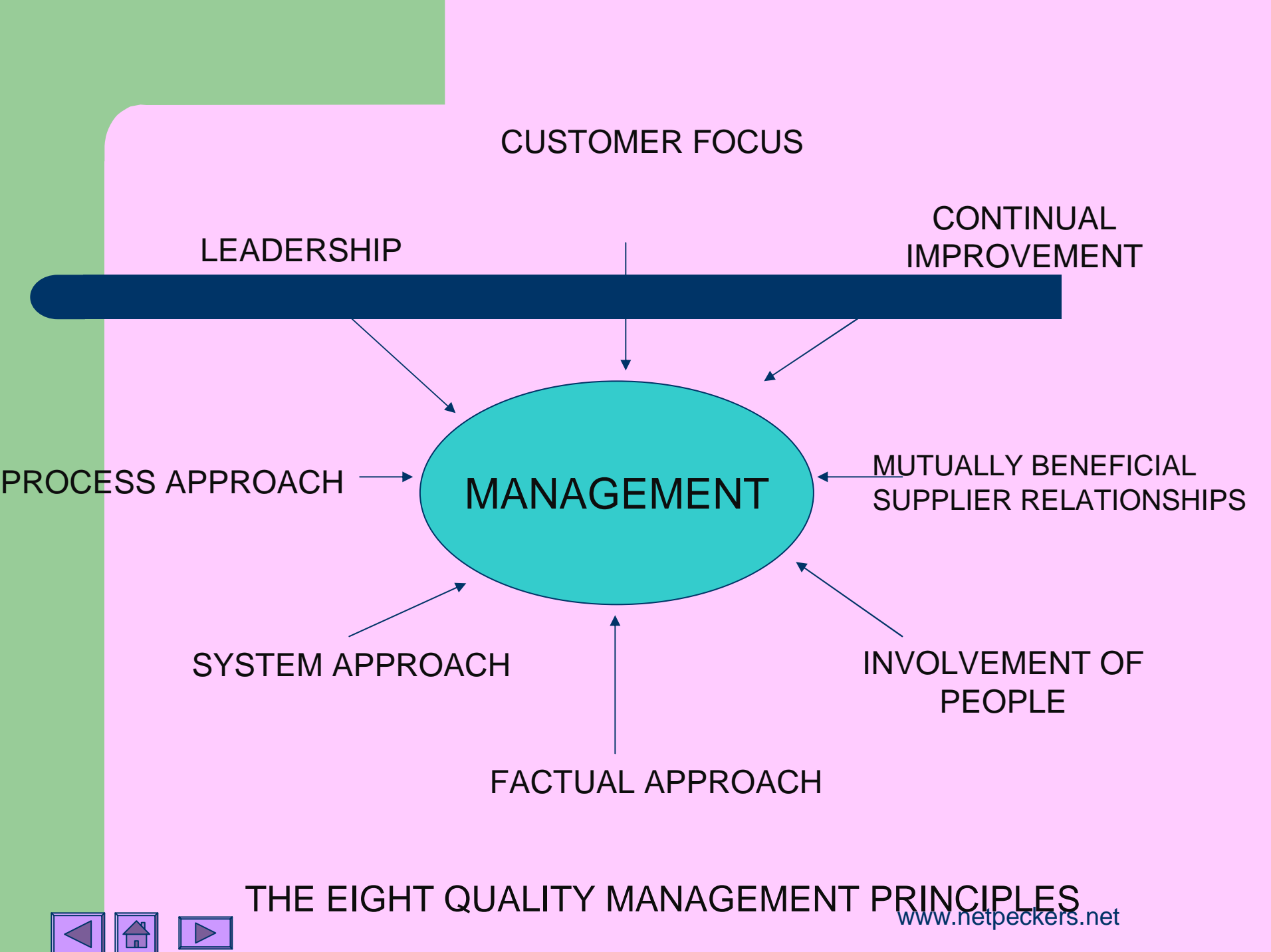
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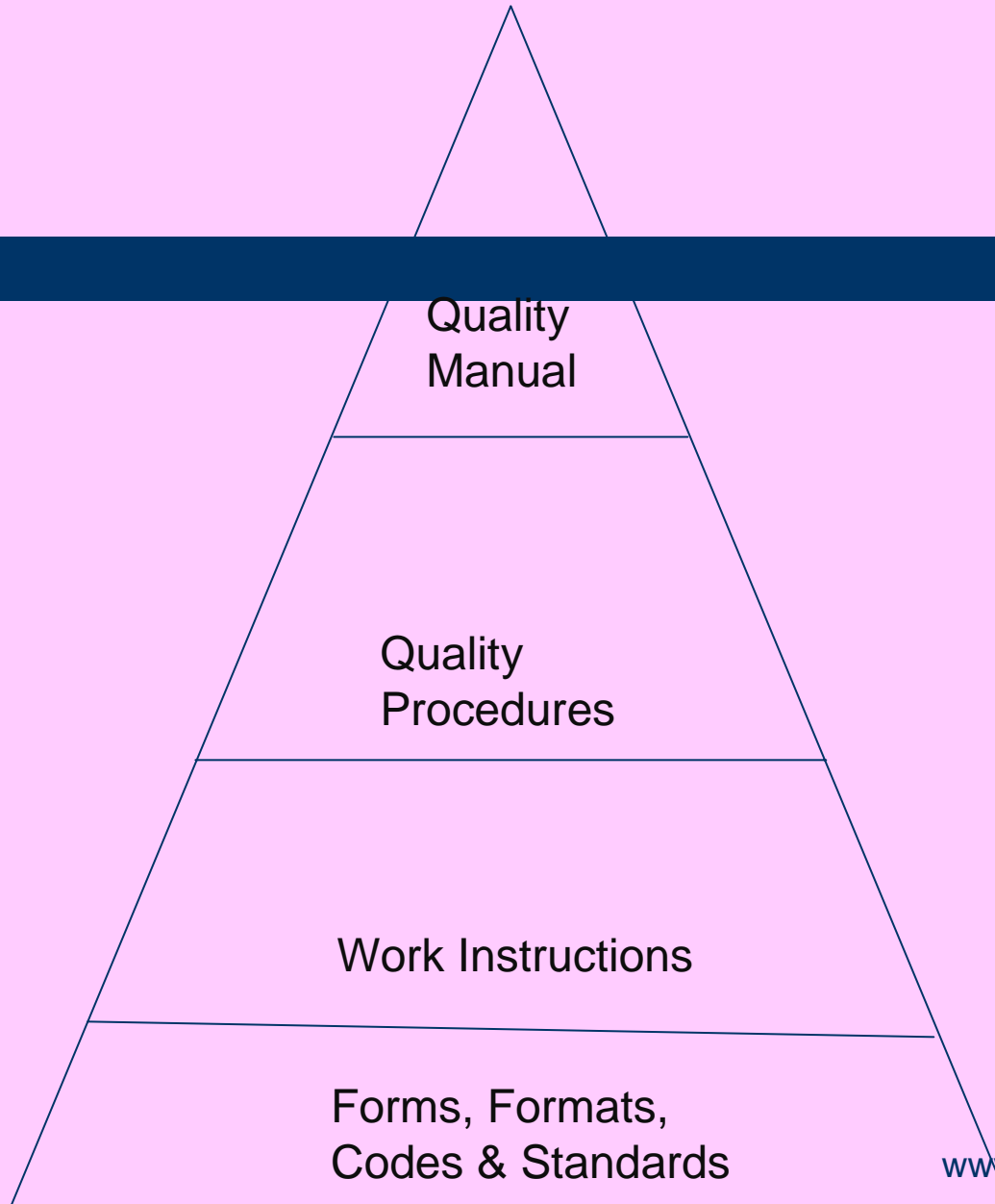
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Documentation for QMS



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POLICIES & PRACTICES

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REFERENCE DOCUMENTS

- Contracts
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- Guides

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- Specifications
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- Schedules
- Procedures

DESCRIPTIVE DOCUMENTS

INTENTIONS

- Proposals
- Brochures

RECORDS

- Certificates
- Results
- Reports

Minutes of meeting



Processes involved in system documentation

Purpose of the organization ?

Service Knowledge

Target use & customers
Flexibility
Scalability
Customization
Present & Future situations
Competitors knowledge
Market intelligence

Back office

Service speed & accuracy
Customer Relationship
Re-working
Data duplication
Reference generation

After sales

Service feedback
Ways to keep in touch
Other services, Reference business

Marketing

Marketing kit
Customer questionnaire
Inquiry receipt
Quotation
Order with value addition
Confirmation to back office

Customer feedback

Stated Needs
Implied needs
Feedback form
Service experience
Improvement suggestion



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ISO 9001 : 2000 CLAUSES

-1. Quality Management System

General & Documentation Requirements

2. Management Responsibility

Management Commitment - Planning

- Customer Focus - Quality Policy
- Responsibility, Authority and Communication
- Management Review

3. Resource Management

Provision of Resources - Human Resources

- Infrastructure - Work Environment

4. Product Realization

- Planning of Product Realization - Customer-related Processes
- Design and Development - Purchasing
- Production and Service Provision- Control of Monitoring and Measuring Devices

5. Measurement, Analysis & Improvement

- General - Monitoring and Measurement
- Control of Non-Conforming Product - Analysis of Data

- Improvement in process



Steps involved in ISO 9001 Project

Appointment of consultant

Understanding the existing system along
with existing responsibilities
With respect to requirements of ISO,
5Ws and 1H

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Call certification agency for final audit

Management review meeting

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Submission of final documents to agency

Receipt of certificate from the agency



Scope of our consultancy services

- Understanding the company & its sequence of activities
- Training for top management
- Training for marketing team
- Training for back office team
- Training for inventory & purchase team
- Training for administration team
- Training for internal auditor
- Training for maintaining & using customer data
- Documentation in accordance with certification needs
- Taking the organization to international standard acceptance
- Involving special expert for guidance & advice wherever needed
- Training to maintain the system after certification.



- **Department/ function specific system Awareness Training based on the documented system.**
- **Management Representative's Training for implementation, maintenance and monitoring of the Quality management system of the company.**
- **Periodic Implementation monitoring in the organization up to the Certification Audit.**
- **Initializing SWOT Analysis to know the current status of improvement of the organization, various department/functions and its personnel**
- **Coordination with the Certification Agency up to the Certification audit & making sure you comply with requirements of audit.**

Memberships

- Ahmedabad Management Association
- British Library
- Internal Consultants World wide
- Member of Quality Management Web Ring
- Institute of Quality Assurance- London
- Quality management web ring
- Online Consultants Network
- International Webmaster's Association Guild

TEAM @ NETPECKERS

1. Certified Auditor
2. Documentation Executive
3. Food Technologist
4. Marketing & Customer Support executive
5. Chartered Accountant & lawyer



Summary of all the ISO guidelines

Decide what you do.
Say what you do.
Do what you say.



Partial Client List

Customer Name	Service offered	Location
Maharshi Udyog	ISO 9001, Web-site, Presentation	Ahmedabad
Maharshi Labels Pvt Ltd.	ISO 9001, Web-site, Presentation	Ahmedabad
Delta Electricals	ISO 9001 ,Documentation Software	Ahmedabad
Deepak poly plast Pvt. Ltd	ISO 9001 consulting , Multimedia Presentation	Ahmedabad
Anand Polymers	ISO 9001 consulting	Ahmedabad
Ushanti colour chem P Ltd.	ISO 9001 consulting	Ahmedabad
Electronic Instrumentation & Control	ISO 9001 Consulting	Ahmedabad
Crystal Polymers	ISO 9001 consulting	Ahmedabad
Asarwa Mills	Enterprise development & corporate web site	Ahmedabad
_Parsoli Corp. Ltd.	Corporate web site Golden Web Award Winner	Ahmedabad
Maniar & Co.	Corporate web site Golden Web Award Winner	Ahmedabad
New Fly fortune travels Ltd	Corporate web site	Ahmedabad
Ozone Group	Corporate web site	Netherlands
Endeavour Instrument P Ltd.	ISO 9001 ,Corporate web site ,Multimedia Presentation	Ahmedabad
Gujarat Ambuja Cements Ltd	Corporate Training	Ahmedabad
Hiren Gandhi & Associates	Corporate web site	Ahmedabad
Gujarat Gold Centre	Corporate Web site	Ahmedabad
Solsos Exim	Corporate Training	Ahmedabad



Thank you for joining in the presentation
Please fill in the feedback form
Which would help us to be more precise
In our efforts.

Sanjay Punjabi
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An ISO 9001:2000 complaint organization



Welcome to presentation
by



NETPECKERS CONSULTING (P) LTD.

An ISO 9001:2000 complaint organization

On

Advantages and Importance of implementing
ISO 9001 : 2000 for educational institutions



List of contents

- Education –interpretations
- Where do we stand
- Why QMS for educational institutions ?
- 8 principles of QMS ISO 9001 : 2000
- Documentation for QMS
- Steps involved in Certification process
- Examples for implementation
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Education, different interpretations

- Hobby
- Interest, Passion
- National Responsibility
- National Accountability
- Profession
- Business
- Just another activity



Where do we stand

- How well are we doing compared to others ?
- How good do we want to be ?
- Who is doing the best ?
- How do they do it ?
- How can we be the best ?
- What do we need to do to achieve that ?
- What is the plan & first step ?



Why QMS for educational institutions ?

Check list

- Quality is the only currency accepted all over
- School- place to make leaders of tomorrow in tune with school's VISION for the same.
- Processes involved
 - Student admission process
 - Student Academic training process
 - Examination & evaluation process
 - Student physical & extra curricular development process
 - Student safety & health management process
 - Student values & principles building process
 - Teaching faculty selection welfare & development process
 - Parent teacher interaction process
 - Non conformance management process
 - Feedback process for improvement
 - Continual improvement process



Eight principles of QMS ISO 9001 : 2000

1. Customer focused

- Students- student feedback form
- Parents- parent teacher meeting, feedback format, informal discussions
- Government
- Industry
- Business
- Employers
- Community



2. Leadership

- School should provided leadership in terms of
 - Knowing the way
 - Showing the way
 - Following the way
 - Establish purpose of existence & create a platform for highly competitive future for self & students.



3. Involvement of people

- Trustees
- Principal
- Teachers
- Other staff
- Students
- Parents
- Professionals & Industry organizations



4. Process Approach

Input

Process

Output

New admission
Students from other
institutions



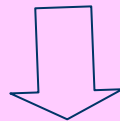
Internal Customers

1. Teachers
2. Support staff
3. Governing board
4. Government institutions



External customers

1. Students



External Customers

Secondary

1. Parents
2. Employers

Tertiary

1. Government
2. Society

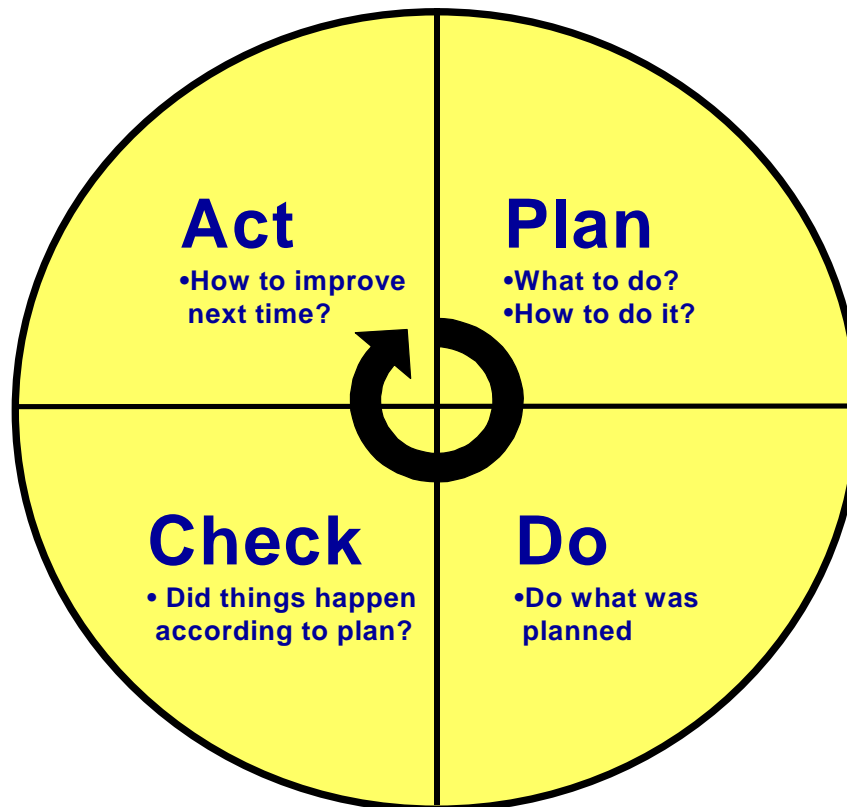


5. System approach

- System for admission
- System for teaching
- System for different types of examination
- System for evaluation
- System for feedback & improvement

6. Continual improvement

- Follow the PDCA cycle in all the activities



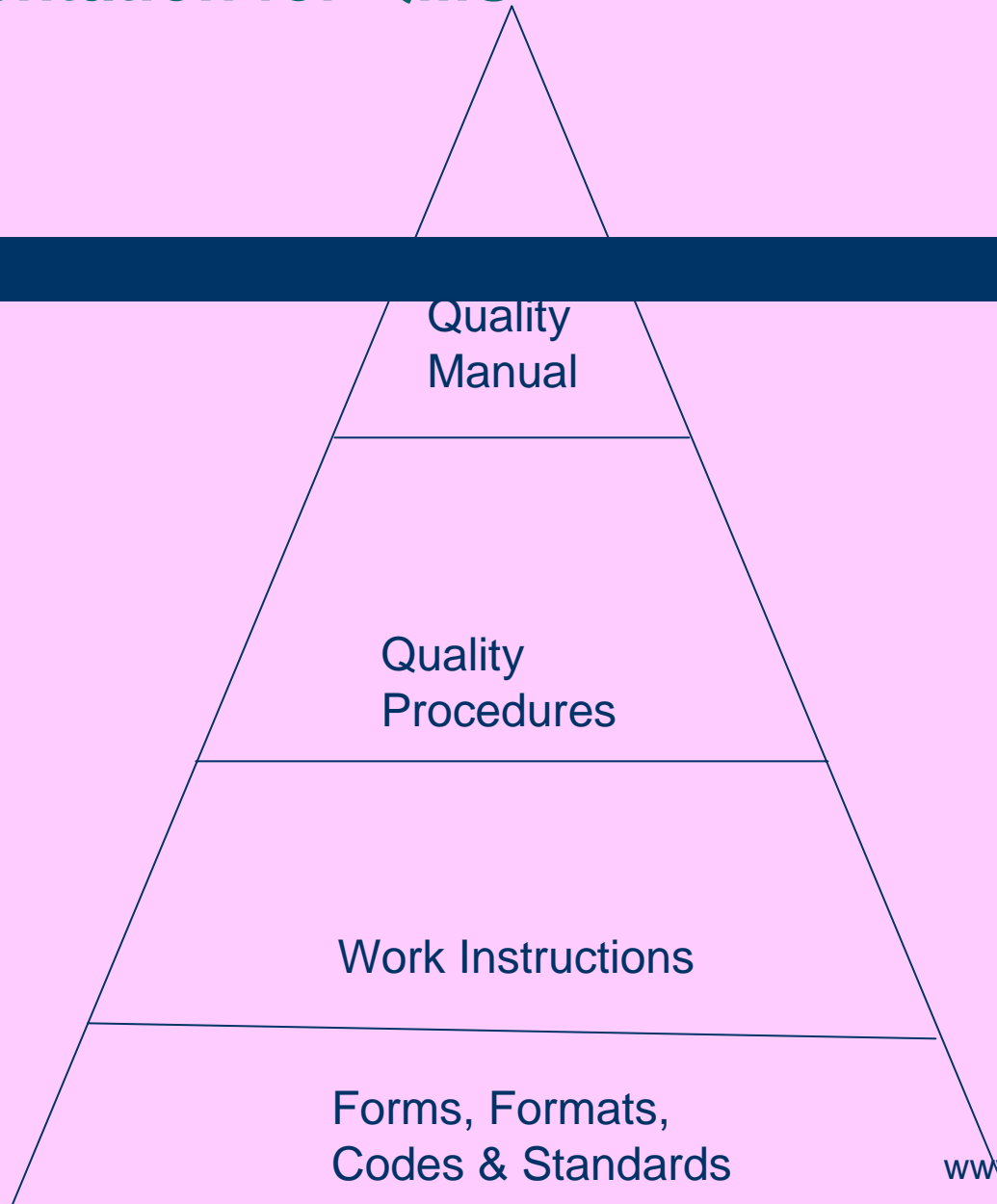
7. Factual approach to decision making

- Decisions based on
 - Observation
 - Data analysis of the QMS
 - Random sampling
 - End user feedback
 - Expert opinions

8. Mutually beneficial supplier relationship with

- Books & stationery
- Transport
- Canteen
- Dresses / Dress material
- Cleaners for utilities & school premises
- House keeping
- Painting for learning

Documentation for QMS



Quality
Manual

Quality
Procedures

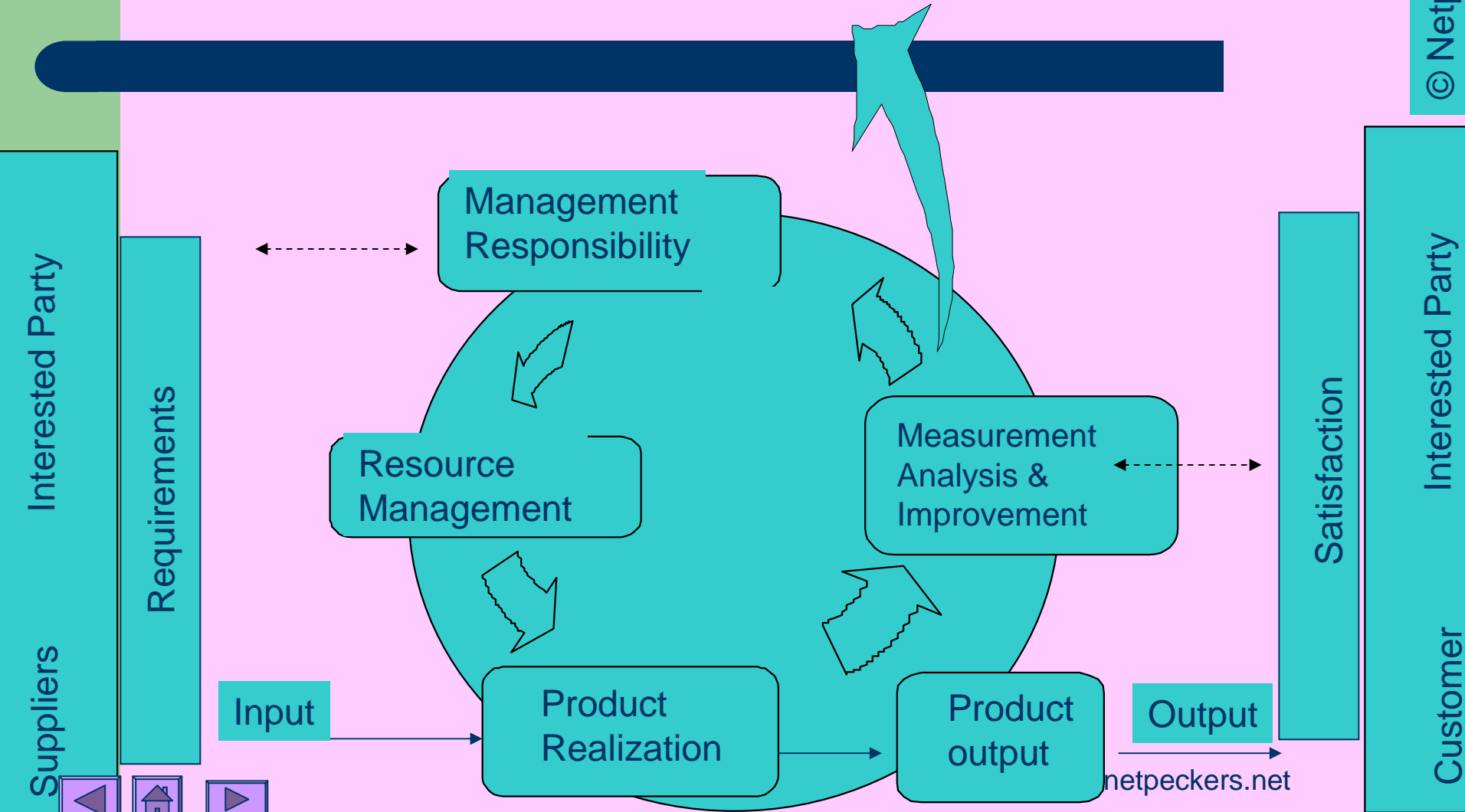
Work Instructions

Forms, Formats,
Codes & Standards



Model of a process-based quality management system (Taken from ISO 9001:2000)

Continual Improvement of the Quality Management System



Quality procedures

- Control of documents
- Control of records
- Control of non-confirming products
- Internal audits
- Corrective action
- Preventive action



GAP Analysis before planning for ISO 9001 : 2000

- Check yourself with the list of things to do and things that you may be following in an implied way in the specially devised questionnaire by us for educational institutions.

Steps involved in Certification process

- Appointment of consultant
- ISO awareness training for all staff members
- Establishing steering committee or appointing Management Representative
- Identification & Documentation
- Internal Quality audit, finding non-conformances & closing the same
- Certification audit by Certification agency

Examples for implementation

- Assessment form for faculty
- Institutional feedback report (for parents, visiting faculty)
- Call for quotations for all items
- Comparative statement
- Purchase orders
- Feedback forms (students, parents)
- Admission forms
- Internal audit schedules & formats
- Performance monitoring schedule
- Quality policy & performance objectives for staff & teachers
- Quality or Study planning by teachers
- Resource request form
- Training form
- Suggestion form for every one
- Supplier evaluation criteria
- Corrective & preventive action forms

Our role for implementing QMS

- Understand institutions style of working
- Suggest ways to implement ISO guidelines without disturbing routine work schedules
- Staff training, Management representative & Internal Quality auditor training
- Documentation & Implementation monitoring
- Internal audit training
- Co ordination with certification agency & making sure for certification compliance
- Recommendations for continual improvement



Thank you for joining in the presentation
Please mail us your feedback form
Which would help us to be more precise
In our efforts.

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Netpeckers
Excellence for eternity.

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