

## Who is ISO?

ISO is the International Organization for Standardization

- ISO develops Standards for use worldwide.
  - Many are product based (types of coatings or hardware)
  - Some of these are **Management Systems Guidelines** for common operations in an organization like the Quality Systems, Environmental Systems, Safety Systems, Financial System, etc
  - ISO 9001 is a familiar standard for a Quality Management System (QMS)
- Global standards are needed so everyone can be equally measured.
  - Different countries can compare “apples to apples”
- ISO Standards always defer to state, local and federal requirements.
  - Different statutory and regulatory requirements will apply.

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ISO (International Organization for Standardization) is a network of standards organizations from 180 countries with a central office in Geneva, Switzerland, that coordinates the system.

ISO develops a variety of standards for product features like film, fasteners, etc., as well as management systems to help operate an organization.

The ISO 9001 Quality Management System is the most popular management system ISO publishes.

ISO is a non-governmental organization whose members are in both the public and private sectors.

ISO enables a consensus to be reached on solutions that meet both the requirements of business and the broader needs of society.

Although global, they must allow for compliance to laws in every local geography.

## What is a Management System?

Your organization is made up of several Management Systems, which operate within your overall Business Management System. Example:

- Financial (FMS)
- Quality (QMS)
- Environmental (EMS)
- Safety (SMS)
- Energy (EnMS)
- IT (MIS) etc



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A Management system refers to what an organization does to manage its processes, or activities so that its products or services meet the organization's objectives, such as:

- satisfying the customer's quality requirements,
- complying to regulations, or
- meeting quality objectives

**Trainer's Guide included  
- with speaker notes**

# Student's Guide contains space for notes

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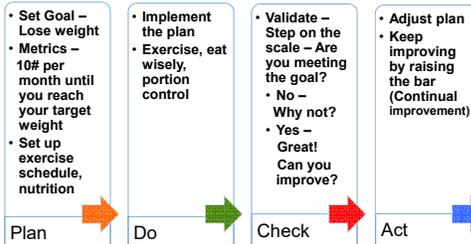
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## Plan-Do-Check-Act Example



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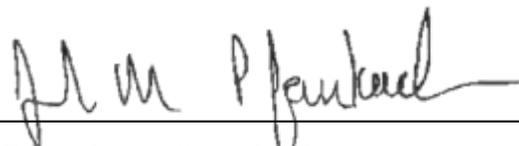
7. ISO 9001 identifies the requirements for an **Quizzes included in student guides**
- a. Energy Management System
  - b. Environmental Management System
  - c. Quality Management System
8. ISO 9001 is a national standard put together by the ASQC
- a. True, b. False
9. Benefits of implementation include **Answers are provided in the Trainer's Guide**
- a. Market recognition / expansion
  - b. Improved communication
  - c. Financial return on investment / improved operating margins
  - d. Clearly defined operational process requirements
  - e. All of the above
10. Each employee should understand their own roles and responsibilities within the QMS.
- a. True; b. False
11. Within the 7 clauses of ISO 9001 there are some 20 elements that are required to be met.
- a. True; b. False
12. Only management personnel are involved in a third-party audit by a registrar.
- a. True; b. False
13. Prior to a registration audit, it is necessary to run the ISO-based QMS for a minimum period of:
- a. One year
  - b. Six months
  - c. Three months
  - d. Two weeks

# *Certificate of Completion*

*This certifies that*

**Certificate of  
completion for  
employees**

*Has successfully completed*  
ISO 9001:2015 Employee Training  
*Demonstrating competence by passing*  
*the final exam.*



President, Standards-Stores.com

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