



10 Ways to Boost Employee Involvement in ISO 9001

Employee Involvement:

A Critical Factor in the Success of Your ISO 9001 Implementation

Since we released our first customizable template kit in 2004, 9001Simplified has helped thousands of companies implement a simplified, efficient ISO 9001 system and achieve certification. In our experience, getting your employees actively involved in the project is a critical factor for success.

This guide provides you with 10 easy ways to boost employee involvement in your ISO 9001 certification initiative and create a better, more effective and sustainable quality management system.

1

Reduce Jargon

Ensure your implementation team and top management understand the ISO 9001 standard and can express the requirements in language familiar to the rest of your employees. When your people don't have to deal with technical terms or do the interpretation themselves, they can move straight on to help make the project a success without feeling confused, overwhelmed, or simply annoyed.

2

Identify and Communicate What's in it for THEM?"

When changes occur, human nature causes people to evaluate what that change means for them. In the absence of information, they can jump to assumptions. Expressing the outcomes of ISO 9001 certification in terms of long-term benefits that will impact employee lives will make the project more appealing.

For example:

- We will have less rework and can apply freed-up resources to new product development. This will help the company diversify and become less susceptible to seasonal cycles, thereby improving job security.
- We will be better equipped to solve frustrating, recurrent problems for good.
- ISO 9001 will give teams more autonomy to solve problems and make improvements in their own work areas.
- We will get better and more useful documentation which will provide a more robust foundation for training and development.

3

Educate Everyone in the Basics of ISO 9001 and the Certification Process

Your employees will feel more comfortable with the upcoming changes if you provide them with a basic understanding of the standard and the certification process. This knowledge will allow them to understand how the requirements apply to their specific work areas, and anticipate what they will need to do as part of the process.

It's best to provide the introduction before you start the ISO 9001 implementation - and before rumors begin to swirl.

4

Communicate on Progress Regularly

It's important to keep everyone informed on the progress of the ISO 9001 implementation project on a regular basis. Too often an organization will start a new initiative with a lot of hoopla, building excitement and expectation, only to trail off on keeping employees informed once the initiative is being implemented.

Updates about successes will assure employees that ISO certification is not just another management fad that will go by the wayside. The updates also provide a positive feedback loop on employee efforts, so everybody continues to feel enthusiastic about being involved.

5

Show People the Data and Evidence That Leads to Decisions

One of the underlying principles of ISO 9001 is 'Evidence-Based Decision Making.' When you are transparent with data that drives your decisions, your employees obtain a better understanding of why changes need to occur and you build trust and confidence in the process.

6

Simplify Documentation and Make it More Visual

A picture paints a thousand words, and a video might be worth a million. Save time, increase clarity, and preserve the forests by simplifying documentation and making it more visual. Your people won't have to write nor sift through a ton of words to ensure an understanding of how things get done.

7

Get More People Involved in Internal Audits

Your internal audit program can be one of the most powerful tools for business improvement and long-term success. By getting everyone across the organization involved with the program in some way, you harness the collective know-how of the whole team.

Training multiple auditors from across different departments increases the critical mass of people with in-depth knowledge of the ISO requirements and gives you the ability to build crossfunctional teams to look at issues from different perspectives. It also provides professional development and an opportunity for employees to learn more about other areas in the organization.

Expanding the number of people being audited from managers to the entire department will make audits feel less like a policing effort, uncover the issues closer to the coal face, and allow employees a chance to highlight problems and potential solutions.

8

Help Teams Diagnose Problems and Create Solutions for Their Own Areas & Processes

Training everyone in techniques to collect relevant data, identify the real causes of problems, develop solutions and monitor progress, empowers team members to make improvements to their areas based on facts.

This approach leverages the collective knowledge of the organization, rather than depend on an “elite” group. Successful solutions identified in one area can then be applied to other areas, as relevant.

9

Resource, Train and Deploy Cross-Functional Teams

As your employees develop their problem-solving skills, they can apply them further afield than just their own areas. Combined with internal audits and data collection, you have a perfect opportunity to get to the bottom of issues affecting more than one department.

Cross-functional teams ensure that a problem gets looked at from various perspectives to create the best solutions for everyone.

10

Recognize and Reward Solutions and Improvements

Create a positive feedback loop by recognizing and rewarding teams and individuals who have devised solutions and made improvements. Make the recognition part of your regular communications (see number 4) and ensure that the data that corroborates the improvement is communicated as well (see number 5).



Want more expert advice on successfully implementing ISO 9001?

Contact us now and let our experts evaluate your situation.



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