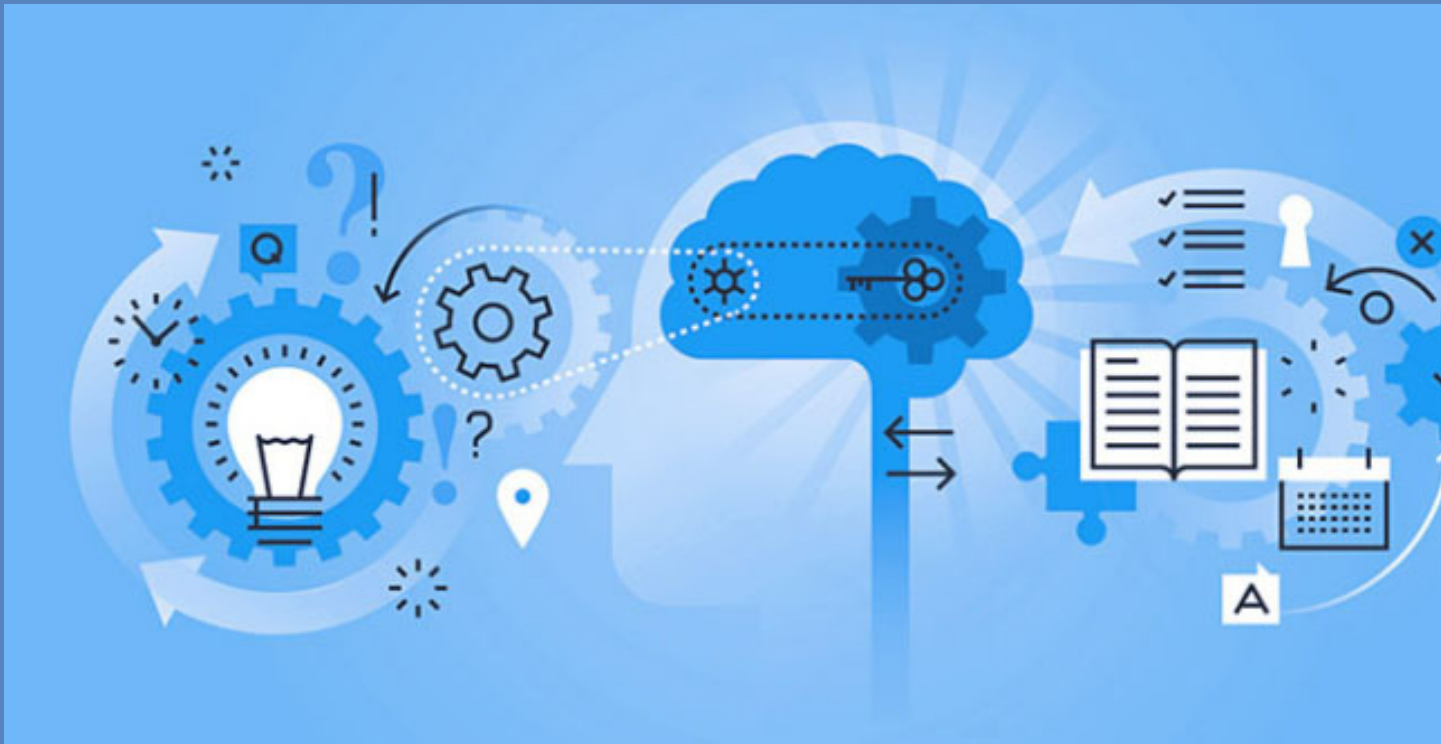


# 5-Steps to Identify and Leverage Internal Benefits from ISO 9001:2015 Certification



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# Internal Benefits: A Critical Factor in the Success of your ISO 9001 Certification

Since we released our first customizable template kit in 2004, 9001Simplified has helped thousands of companies achieve ISO 9001 certification. In our experience, defining a clear list of both the internal and external benefits the organization expects to receive as a result of the certification process is a critical factor for success.

We detailed the importance of identifying and communicating internal benefits (as well as external) in a comprehensive three part series on the 5 Costly Mistakes Businesses Make When Implementing ISO 9001:2015.

This guide provides you with a framework for developing your list of benefits and integrating them into your quality planning and review processes.



## Step 1

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# Identify which parts of the organization the certification will impact & the problems those areas currently have.

Identify each part of the organization that will be impacted by the implementation of a Quality Management System (QMS), E.g., Manufacturing, Customer Support, Accounts.

Then list the common problems, process failures, and areas of complaint from customers and employees - E.g., A high rate of product returns/customer complaints about faulty products.





## Step 2

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# Identify priorities for improvement and what that will mean for stakeholders.

Choose the top 10 things the organization would like to fix on the list developed in Step 1. Write a clear statement of how the business would run if you dealt with those issues as part of the certification process.

For example - "Implementing ISO 9001:2015 will give us greater control over our manufacturing processes resulting in less rework so we can achieve more sales with the same resources." Or, "Gaining better control over our processes will result in fewer customer complaints and more capacity to research and launch new products."

Use the list of benefits to motivate the organization, justify resources for the ISO 9001:2015 implementation process, and create a vision of the future.





## Step 3

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# Convert the potential benefits to SMART goals.

Convert the benefits from Step 2 into SMART Goals and include them in your ISO 9001 implementation plan. SMART goals are Specific, Measurable, Assignable, Relevant and Time-based. By doing this, you create tangible goals against which you can monitor progress.

For example: By March 2019, our Manufacturing Department will reduce rework on our five most popular products by 20% by implementing the core processes required by ISO 9001:2015.





## Step 4

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# Identify what you need to do to achieve those goals.

Identify the tasks to achieve those goals. For example, Manufacturing will:

- Identify the root cause of common failures
- Identify ways to reduce those failures and incorporate into work processes
- Train employees in the new way of doing things
- Carry out an internal audit to determine if the new procedures are in place
- Collect data to monitor the effectiveness of the changes

As you gain an understanding of the requirements of the ISO 9001:2015 standard and apply them to your business through new procedures and systems, this diagnosis, improvement and checking process will become second nature.





## Step 5

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# Monitor progress and communicate your successes.

Monitor the progress towards goals on a regular basis as part of management and team reviews.

Communicate the success of the changes across the organization to maintain enthusiasm and motivation for the implementation process and bring reluctant employees on board.

If improvements aren't forthcoming, review your implementation strategy and change as necessary.



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## Want more expert advice on successfully implementing ISO 9001:2015?

Click the button below, let us know what you need, and one of the 9001Simplified team will be in touch ASAP.

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