PROJECT OVERVIEW

Your Route Through the Project

Stage	Main Result
Step 1 - Preparation Days 1–9	You have the people, knowledge, objectives, scope and plan needed to begin. You have selected a certification body (registrar) and agreed on the scope of certification.
Step 2 - Documentation Days 10–20	You have your custom ISO 9001 documentation ready for implementation.
Step 3 - Implementation Days 21–45	Executives, managers and employees use the agreed methods in everyday work, with suitable instruction and support.
Step 4 - Internal Audits Days 23–45	An internal mechanism to check whether the quality management system works is established and utilized. Identified problems are addressed. Begin auditor preparation during Step 3; carry out audits during Days 31–45 and address findings as they arise.
Step 5 - Certification Days 46–60	Management evaluates the system, necessary improvements are made, and the company completes the certification process. Days 46–60 are the target window for readiness work and certification audits. Follow-up and receipt of the certificate may extend beyond Day 60.

How to read the schedule: The plan uses 60 working days across 12 weeks, approximately three months. Day labels show a recommended sequence, not compulsory deadlines. Suitable tasks can overlap; allow more time where your business needs it.

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STEP 1 PREPARATION / DAY 4

Set the Project's Business Objectives

Your Result: Management has approved a short list of measurable objectives that will guide implementation and help the company evaluate its progress.

Now that you and the relevant executives have completed training, help management define why the company is implementing ISO 9001 and what it should achieve.

Management should consider both the marketing benefits of certification and the internal benefits of improving how the business operates. For example, ISO 9001 could help the company produce more consistent outputs, streamline business processes, reduce rework and improve customer satisfaction.

What to Do

1. **Ask management what the company should achieve.** Ask the executives who completed training to identify the business improvements they want from ISO 9001. Include any customer requirements or commercial deadlines that prompted the project.
2. **Agree the priorities.** Help management select the improvements that matter most to the company. Keep the list focused so that people can give each objective sufficient attention.
3. **Turn the priorities into measurable objectives.** Help management define what success will look like and when it should be achieved. Each objective should be specific, measurable, achievable, relevant and have a timeframe.
4. **Document the approved objectives.** Use the company's existing business plan or objectives record if suitable. For each objective, document the intended result, how progress will be measured and the target date. Include the approval date and the names or titles of the executives approving the objectives.

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An Easy Way to Do It

Start with problems the company already wants to solve. Use existing performance information wherever possible.

For example, “reduce rework” gives a direction but does not define success. A measurable objective could be: “Reduce monthly rework hours by 20% from the current average within six months.”

Choose targets that make sense for your company. If the starting figure is unknown, assign someone to establish it before management approves the numerical target.

Business improvements may take longer than the three-month implementation project. Set realistic target dates for the results.

Before You Move On

Complete this task before moving on to Define the Scope of Your Quality Management System (Day 5). The objectives themselves do not need to be achieved before you continue.

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