

What's included in the

# ISO 9001 Certification Toolkit



 **9001Simplified**



The ISO 9001 Certification Toolkit is an easy-to-use, do-it-yourself solution that enables companies to set up a custom ISO 9001 system by themselves and quickly get certified.

The comprehensive kit includes the following components, all of which complement each other.

## ISO 9001:2015 Certification Guide

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Step-by-step instructions that guide you through the entire ISO 9001 implementation in 71 pages.

## ISO 9001 Gap Analysis Tool

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Assessment and planning tool used when preparing for ISO 9001 implementation.

## ISO 9001 Documentation Toolkit

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Pre-written templates for the entire ISO 9001 documentation plus detailed customization instructions (95 pages).

- Quality policy
- Scope statement
- Process flowchart
- 45 procedures (necessary to address every ISO 9001:2015 requirement), assembled in our user-friendly ISO 9001 Quality Management Manual
  - ✓ Understanding the Organization and its Context
  - ✓ Understanding the Needs and Expectations of Interested Parties
  - ✓ The Scope of the Quality Management System
  - ✓ Quality Management System and its Processes
  - ✓ General Leadership and Commitment
  - ✓ Customer Focus
  - ✓ Policy
  - ✓ Organizational Roles, Responsibilities and Authorities

- ✓ Actions to address Risks and Opportunities
- ✓ Quality Objectives and Planning to achieve them
- ✓ Planning of Changes
- ✓ General Resources
- ✓ People
- ✓ Infrastructure
- ✓ Environment for the Operation of Processes
- ✓ Monitoring and Measuring Resources
- ✓ Organizational Knowledge
- ✓ Competence
- ✓ Awareness
- ✓ Communication
- ✓ Documented Information
- ✓ Operational Planning and Control
- ✓ Customer Communication
- ✓ Determination and Review of Requirements for Products and Services
- ✓ Product and Service Catalogs
- ✓ Quotations
- ✓ Proposals and Contracts
- ✓ Orders
- ✓ Review of the Requirements for Products and Services
- ✓ Changes to Requirements for Products and Services
- ✓ Design and Development of Products and Services
- ✓ Supplier Selection
- ✓ Supplier Maintenance
- ✓ Order Information and Supplier Contracts
- ✓ Receiving Inspection and Verification
- ✓ Type and Extent of Control
- ✓ Information for external Providers
- ✓ Control of Production and Service Provision
- ✓ Identification and Traceability
- ✓ Property belonging to Customers or external Providers
- ✓ Preservation
- ✓ Post-Delivery Activities
- ✓ Control of Changes
- ✓ Release of Products and Services
- ✓ Control of Nonconforming Outputs

- ✓ General Monitoring, Measurement, Analysis and Evaluation
  - ✓ Customer Satisfaction
  - ✓ Analysis and Evaluation
  - ✓ Internal Audit
  - ✓ Management Review
  - ✓ General Improvement
  - ✓ Nonconformity and Corrective Action
  - ✓ Continual Improvement
- 44 forms and checklists that complement the procedures and simplify their usage
    - ✓ Archive Label
    - ✓ Calibration Form
    - ✓ Corporate Environment Form
    - ✓ Corrective Action Plan Form
    - ✓ Corrective Action Plan List
    - ✓ Customer Complaint Form
    - ✓ Customer Survey Template
    - ✓ Design Change Request Form
    - ✓ Design Plan Form
    - ✓ Design Review Form
    - ✓ Employment Termination Checklist
    - ✓ Engineering Change Request Form
    - ✓ Equipment Checklist
    - ✓ Inspection Form
    - ✓ Interested Parties Worksheet
    - ✓ Job Description Form
    - ✓ Maintenance Plan and Record Form
    - ✓ Management Review Agenda
    - ✓ Management Review Form
    - ✓ Meeting Notes Form
    - ✓ New Hire Checklist
    - ✓ Operational Planning Form
    - ✓ Opportunity Management Matrix
    - ✓ Performance Self Review Form
    - ✓ Performance Review Form
    - ✓ Performance Review Memory Notes
    - ✓ Process Change Form

- ✓ Process Definition Form
  - ✓ Process Summary Form
  - ✓ Progress Review Form
  - ✓ Receiving Inspection Form
  - ✓ Record Retention Guide
  - ✓ Risk Management Matrix
  - ✓ Role Description Form
  - ✓ Supplier Evaluation Form
  - ✓ Supplier Disqualification Request
  - ✓ SWOT Analysis Worksheet
  - ✓ Training Evaluation Form
  - ✓ Training Plan and Record for Management Representative
  - ✓ Training Plan and Record for New Hires
  - ✓ Training Plan and Record for On-The-Job & Cross Training
  - ✓ Training Plan Form
  - ✓ Training Record and Attendance Roster
  - ✓ Work Instructions Template
- Step-by-step customization instructions and user guide

## ISO 9001 Audit Toolkit

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Comprehensive collection of tools required for an effective ISO 9001 internal audit program.

- Audit checklists (including process auditing and executive interview)
- Job description for auditors
- Audit report form
- Agenda and forms for the opening and closing meetings
- Customization instructions and user guide
- Audit Plan Form

## ISO 9001 Marketing Kit

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Creative tools to increase your sales - even before certification!

- Marketing Tips
- ISO 9001 Quality Manual - our unique adaption to market your (upcoming) ISO 9001 certification
- Step-by-step customization instructions



## ISO 9001 Certification Support Kit

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Collection of tools to further simplify your ISO 9001 certification.

- Audit preparation tips (insider tips and typical auditor questions)
- Employee newsletters (set of 12, customizable)
- Employee introduction to ISO 9001 (insert for employee handbooks)
- Job description for the management representative
- Registrar evaluation form
- Summary of the ISO 9001:2015 standard
- Customization instructions and user guide

## Training

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High-quality, on-demand online training targets all key groups to ensure smooth implementation and successful certification.

- **ISO 9001:2015 Employee Training** (motivational online course for ten learners to generate the necessary employee buy-in and support of ISO 9001)
- **ISO 9001:2015 Executive Training** (concise online course for one learner to prepare top management for their role)
- **ISO 9001:2015 Manager Training** (targeted online course for one learner to prepare department managers and team leaders for their part in ISO and the certification project)
- **ISO 9001:2015 Implementer Training** (intensive online course for one learner that teaches ISO 9001 requirements and practical implementation tips)
- **ISO 9001:2015 Lead Auditor Training** (accredited online course for one learner that teaches how to set up and manage an audit program and perform value-adding audits)

## Support

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Support by senior ISO 9001 professionals to ensure smooth and stress-free ISO 9001 implementation.

- **Implementation support** (unlimited support by email, prompt and thoughtful)
- **Consultancy** (one of our consultants will be assigned to your project to ensure problem-free implementation)
- **Document review** (careful review of one completed procedure to ensure full compliance with ISO 9001)