A Global Standard for a Global Organization

presented by
Paul Simpson
ISO TC 176 SC2 Chair

Purpose of ISO 9001

- For organizations looking to demonstrate
    - Their capability to provide conforming products and services
    - They meet applicable statutory and regulatory requirements
    - Management of risks and opportunities
    - Aiming to enhance customer satisfaction

- Understanding your content is key

How to design your QMS

- Identify relevant interested parties and their needs and expectations
- Design and implement the processes you need to deliver products and services that meet those expectations
- Keep improving the system

- This is simple - but not necessarily easy

THANK YOU