

ISO 9001:2015 Quality Management



The following checklist is a quick guide to evidence that can help you achieve the requirements of ISO 9001

Clause 4	Context of the Organisation	Tick
	Company SWOT, PESTLE document	
	Business Risk Register	
	Interested Parties log, stakeholders	
	Written Scope of ISO Certification	
	Register of Relevant Standards, Statutory and Legal Regulations	
	Business System Manual (not a requirement)	
Clause 5	Leadership	
	Quality Policy	
	Organisation Chart	
	Roles and Responsibilities documentation	
	Proof of communication	
	Risk Assessments for property, people and processes	
	Procedures, processes, Safe systems of works	
Clause 6	Planning	
	Company Objectives (Smart)	
	Key Performance Indicators	
	Plans of how Objectives/KPIs are monitored and measured	
	Risks and Opportunities register (Hazards, Risks, Opps, Legal)	
	Resource and infrastructure planning	
Clause 7	Support	
	Training and development of staff (matrix, documents)	
	Specific industry competence	
	Policies for employees	
	Communication with interested parties	
	Staff processes - Inductions, work instructions, job descriptions	
	Equipment provided - servicing, calibration records	
	Fleet management	
	Approved Suppliers - management	
	Subcontractor management	
	Controlled document systems - protected, document revisions, numbers, dates, references	
	Document storage - length of time, storage type, security	

Clause 8**Operations**

Product Design process	
Design control - documents, structure of ordering, raw materials	
Project documentation	
Sourcing of product, 3rd party management	
Managing and monitoring of transportation, installation, handovers	
Traceability - records, processes to ensure product traceability and supplier involvement	
Customer Feedback, Complaints, Customer satisfaction analysis	
Management and control of non-conforming products	
Customer communication records	
Segregation of product if required and how to manage	
Resolutions	
**Walk through from purchase order through to invoice	

Clause 9**Performance Evaluation**

Management Review meeting by Top management	
Internal Auditing Programme and reports	
Quality or dept meeting minutes	
Assessment and measuring of customer satisfaction/complaints	
Quality Management System monitoring and review	

Clause 10**Improvement**

Corrective Action Tracker - incl. non-conformities, root cause analysis and improvements made	
Introducing new systems? IT structure	
Evidence of the QMS being assessed, updated, developed	
Process maps/procedure for company approach to continual improvement	
improved learnings - innovation	
reacting to risks	