KEY REQUIREMENTS FOR ACHIEVING
ISO 9001 CERTIFICATION

1   Determine the **context** of the organisation, any **relevant interested parties**, and the risks or **opportunities** relating to these.

2   Define the **scope** of the Quality Management System (QMS) and the certification.

3   Create documented **processes** that describe the organisation's operations, including any inputs, outputs and controls to ensure processes achieve their intended aims.

4   Ensure top management demonstrate **leadership**, provide sufficient resources and assign clear **responsibilities** across the organisation.

5   Establish and communicate a **Quality Policy.**

6   Establish and communicate measurable **Quality Objectives.**

7   Control any **changes** to the QMS to ensure they are carefully planned before implementation.

8   Establish a means of **document control** to ensure that only correct versions are in use.

9   Identify any **infrastructure** and **equipment** used and establish a **maintenance/calibration programme**.

10   Record what **skills, competencies** and **organisational knowledge** are required for each employee and how those have been obtained.

11   Ensure product/service supply processes enable a **consistent product/service** to be delivered in accordance with **customer requirements.**

12   Determine controls on **externally provided processes, products and services** to enable a consistent product/service to be delivered in accordance with customer requirements.

13   Obtain **customer feedback.**

14   Conduct **monitoring and measurement** to demonstrate the effective operation of processes.

15   Conduct an **internal audit** and create an internal audit plan.

16   Hold a **management review**, review key areas of the management system, record decisions, conclusions and actions agreed.

17   Demonstrate how the QMS has been subject to **continual improvement.**

18   Undergo an **external audit** by a UKAS-accredited body.