

## THE IMPLEMENTATION OF MS ISO 9001:2000



## AN EXPLANATION OF THE IMPLEMENTATION STEPS

### EXPOSURE TO THE MS ISO 9001:2000 STANDARD

- Members of an organization, including top management must be given awareness training on the requirements of the MS ISO 9001:2000 standard.
- Members who are involved with the implementation must be given skills training to ensure the smooth and orderly implementation of the standard.
- INTAN provides Awareness training and implementation skills as well as conducting workshops on Internal Audit training and seminars for Management Representative.

### **SELECTION OF THE SCOPE FOR IMPLEMENTATION**

Top management is required to identify the core process that will be the scope for implementation of MS ISO 9001:2000 standard. The selected scope must be based on the core function of the organisation

### **CONDUCT OF GAP ANALYSIS**

Agencies must carry out a gap analysis, which is a comparison between the existing system and the requirements of the MS ISO 9001:2000 standard. Through this analysis, agencies can identify whether their present system adhere to the requirements of the standard, and can identify areas where improvements can be made in order to develop an effective and efficient Quality Management System.

### **DOCUMENTATION OF QUALITY MANUAL, PROCEDURES AND WORK INSTRUCTIONS**

Documentation is a way to control processes in an organization, and to ensure uniformity in carrying out the tasks involved in these processes. The MS ISO 9001:2000 documentation structure is divided into three types of documents, namely, Quality Manual, Quality Procedures and Work Instructions. Supporting management documents such as forms, records, guidelines, circulars and other references must also be included in the documentation of MS ISO 9001:2000

### **INTERNAL AUDIT**

Agencies must identify a group of officers to conduct Internal Audit. They should be well trained and prepared to conduct ISO 9000 audits. The training will provide them with the understanding and skills needed to conduct an ISO 9000 audit.

### **IMPLEMENTATION OF MS ISO 9001:2000 QUALITY MANAGEMENT SYSTEM**

Agencies must implement the Quality Management System after Adequacy Audit has been conducted. Agencies can request for Compliance Audit after an Internal Audit has been conducted and a Management Review Meeting has been held. The purpose of Internal Audit is to evaluate the effectiveness of the Quality Management System, to identify weaknesses and to take corrective actions, if any.

### **AUDITING FOR THE PURPOSE OF CERTIFICATION**

MAMPU or approved Certification Bodies can conduct Compliance Audit on the implementation of Quality Management System in an agency. Agencies must take corrective actions on all detected non-conformances issued by the auditors. Agencies will be recommended the MS ISO 9001:2000 Certificate when Compliance Audit has been completed and corrective actions have been taken.