

Here we go again...ISO 9001 is changing, or is it?

By Donna Jarvie

Everyone is talking about it. ISO 9001 is under revision again. Should we all panic?

Not at all. This time around, the revisions to ISO 9001 are intended to assist organizations in **understanding** the requirements, as opposed to **adding** new requirements. TC176, the technical committee tasked with monitoring and updating ISO 9001, has always taken a very careful approach to crafting the requirements, so that they are generic enough to apply to all industries, yet carry some weight and still be translated into multi-languages (while maintaining the meaning of the requirements). This has not been without its challenges.

As a result, we are facing an "amendment" to ISO 9001, due for final publication in November of this year. Most of the changes will not significantly impact an organization's existing QMS, however, there will be

a need to demonstrate that the new standard has been implemented, which may require some adjustments.

Here are just a few examples:

- ◆ Rather than demonstrating control over any processes which are outsourced, the standard now requires organization's to identify the controls in place to assure that customer, regulatory and statutory requirements are being met;
- ◆ the Management Representative is now to be a "member of the organization's management", ruling out the possibility of contracting or outsourcing this responsibility;
- ◆ The standard now specifies that records of Internal Audits be maintained.

Addressing these changes should be part of the organization's QMS planning process.



There will be a one (1) year period to complete the transition. During this time, new certificates will only be issued upon completion of a successful surveillance or recertification audit. Two (2) years following publication of ISO 9001:2008, ISO 9001:2000 will become obsolete and certificates will no longer be valid.

For more details on the transition period, see <http://www.anab.org/HTMLFiles/docs/HeadsUp/HU129.pdf>

For some tips on making the transition, turn to Page 2.

QUOTE

"It is our attitude at the beginning of a difficult task which, more than anything else, will affect its successful outcome."

—William James

DID YOU KNOW?

- ◆ Between 2003 and 2007, sales in the Manufacturing sector in Canada increased by over \$50 million. www40.statcan.ca/101/cst01/manuf11.htm
- ◆ Manufacturing still makes the highest contribution to economic growth of any sector in the USA—yet 81% of respondents to the Institute/National Association of Manufacturers 2005 Skills Gap Survey said that they could not find qualified workers to fill open positions. www.nam.org
- ◆ Does your manufacturing company have a success story? What are some steps that you have taken to increase your competitiveness in the market? We'd love to hear from you. This spot is for success stories only! Negative thinkers need not respond.

ISO 9001:2008 Information Seminars

A series of information seminars will be presented this Fall for companies who are registered to ISO 9001 explaining the differences between the 2000 and 2008 versions, and to communicate what is required in order to update to the new version. Four sessions are scheduled:

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| Session 1: Stratford: Arden Park Hotel | October 7 from 7-9 a.m. |
| Session 2: Kitchener: Walper Terrace Hotel | October 10 from 12-2 p.m. |
| Session 3: Burlington: Burlington Central Library | October 14 from 9:30-11:30 a.m. |
| Session 4: London : Health & Safety Network | November 17 from 2-4 p.m. |

The session fee for each is \$25 +GST and includes refreshments (Sessions 1, 3, & 4) or a light lunch (Session 2). For more information, please call or email:

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Leading and Managing Change

By Gord Simmons

As you consider what you will need to do before the conversion from ISO 9001:2000 to ISO 9001:2008, here are some suggestions regarding your role as a Leader during the change.

Keep in mind that any change to your Quality Management System has the potential to have a very significant impact on your operation and your people, so you need to get it right.

Your role as a Leader is to:

- ◆ Explain the purpose of the changes
- ◆ Be a positive role model
- ◆ Move the team through change
- ◆ Communicate, clearly and often
- ◆ Have the right people in positions of influence
- ◆ Ensure that people know what is expected of them
- ◆ Follow-up. Make sure that people are moving ahead.



- ◆ Manage the changes

Remember:

- ◆ Problems can occur when managers place little emphasis on how to handle the transition from old to new
- ◆ Staff take much longer to accept a change if the new system is presented to them as a 'fait accompli'
- ◆ Do not consider implementation a footnote to your plan, as it is really a key element.
- ◆ Most organizational problems, deficiencies and difficulties emerge

during the transition period so be prepared to handle them quickly.

- ◆ Individuals need to be given more responsibility and a premium must be put on more collaborative work teams.

Gord Simmons has extensive management experience with the Public, Private and Educational sectors. For the past 14 years he has been a Business Owner, Management Consultant and Small Business Start Up Coach.