

# ISO 9001 Highlights

Winter 2016

## ISO 9001: Did We Pass?

### ISO 9001 (2015) Internal Auditing Training

April 21-22, 2016  
2 Days  
9:00am-4:30pm  
\$495.00 plus HST

Location:  
Occupational Health  
&  
Educational  
Services  
10 Akerley Blvd,  
Unit 42  
Parking available in  
centre  
902-434-9003

Certificates of  
attendance will be  
issued upon  
completion of this  
session.

SUSAN  
GORVEATTE, has  
worked for over  
fifteen years in  
Quality Management  
and has facilitated  
quality programs and  
trained companies  
throughout Canada  
and the United  
States.

Did we pass? "This is by far the most common question asked by managers in the closing meeting with the external ISO 9001 Registrar Auditor. Also, when departing the closing meeting, the employees are gathered 'round asking, "How did we do? Did we pass?"

It important to know that there is PASS or FAIL in an ISO 9001 Audit. There are nonconformances, observations and opportunities for improvement. Some auditors take the time to write Areas of Concern. Regardless of the language, or what you call it, all of these documented audit findings result in potential areas to grow our business, improve our results and satisfy our customers. So even a negative audit finding has a positive outcome.

"Passing" your audit, is just meeting the criteria of the ISO 9001 International Standard; that is, showing the auditor sufficient evidence that he or she is able to make the valid judgement of conformity to the Standard.

Even an audit with high risk findings resulting in several nonconformities can still be seen as a positive event. So the PASS FAIL discussion becomes redundant when we realise that there is always ways to improve. Remember, the purpose of the audit is to identify areas of improvement or areas where Standard compliance could be strengthened. We pay the auditor to "turn over all of the rocks" and to "pull the skeletons out of the closet" so we can then move forward with new insight and new direction on the Road to Improvement.

## But Really, why Should YOU care?

Being ISO 9001 "Certified" means an organization has met the requirements outlined in the ISO 9001 Standard: Requirements for Quality. It means that as a company, you can continue service your clients who require that you maintain this certification. It means that you have proven you are a global competitor ready to service clients in a consistent, cost-effective way. Being ISO 9001 Certified means you have a Quality Management System (QMS) that is focused on meeting customer expectations and delivering customer satisfaction. It means you pay attention to the customer, have documented procedures and maintain records of these activities. With all of these benefits of an ISO Certification, you have to agree, it's a Good Thing!