



Get ISO Certification with the DIY ISO 9001 Kit

ISO 9001: 2015 version

Intelligent Quality Management

trading name of Mapwright Pty Ltd
ABN 19 083 698 873

50 Fletcher St (Suite 1)
Essendon 3040

) (03) 9533 4000
mob: 0417 030 499

www.mapwright.com.au

* jane@mapwright.com.au

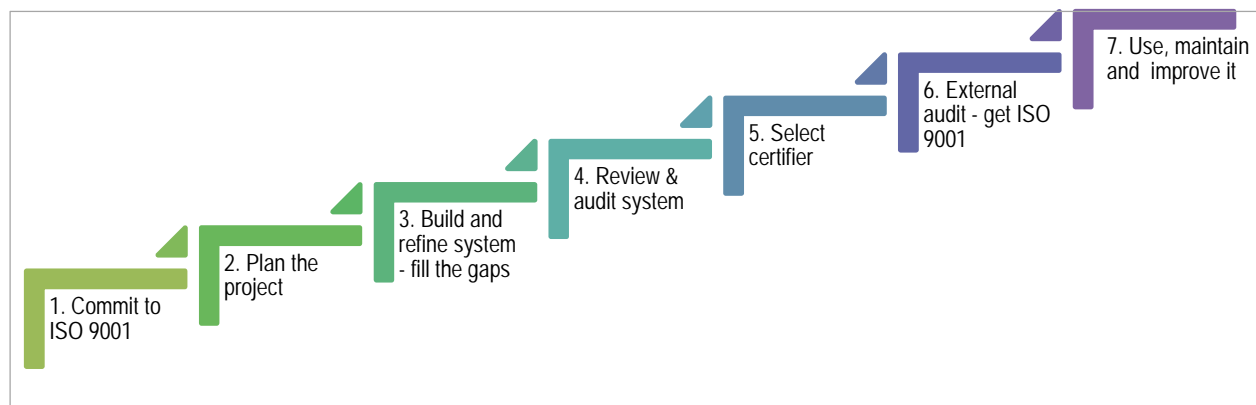
How to Get ISO 9001 Certification

What does getting ISO 9001 involve?

The focus of ISO 9001 is having a management system that manages the quality of your services or goods so that customer requirements (and any applicable statutory or regulatory ones) are consistently met, and customer satisfaction is 'enhanced'.

Most Standards are prescriptive and specific, whereas ISO 9001 is generic: it specifies what must be done (the requirements), but not *how*. This means knowing what the requirements are, what they mean, and understanding how to apply them to your specific organisation. An 'ISO 9001 certified' organisation has a quality management system that an external certifier, or auditor, has assessed as meeting all relevant requirements of the Standard.

Getting certified to ISO 9001 – process overview



1. Decide to get certification to ISO 9001. Appoint a senior person to oversee and coordinate.
(There must be someone internal who owns & manages the project.)
2. Assess current status to find your baseline. Do this via a gap analysis to identify where you are now versus where you need to be, and the tasks required (scope of work). Use the results to develop your plan of action.
3. Fill all the gaps, refining & developing your system. Includes ensuring all mandatory requirements of the Standard are met, some documentation, and making the changes and improvements required.
NB: this step takes the most time as well as effort.
4. Review & audit your system. Identify weaknesses and faults and address them.
5. Select the certifier ('external auditor'). Sign up, pay fee, and agree audit date/s.
NB: The certifier and consultant (if used) are not permitted to be the same organisation: an obvious conflict of interest.
6. Undergo the formal external audit of your system against the Standard's requirements. Assuming you 'pass', you then receive your certificate and are entered on the international register of certified companies.
Now you can say you are ISO 9001 certified or have ISO 9001 certification.

Continue to maintain and improve your system (7); the external auditor returns to audit you at scheduled and agreed intervals, at least annually.

The DIY Kit leads you through steps 2 to 6, explaining what to do and how. It provides the knowledge, skills and tools to 'get it' and to maintain and improve your system.

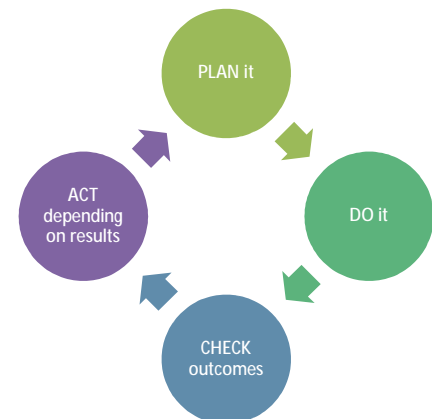
Key Things to Know

What is an ISO 9001 Quality Management System?

- w It is based on these 7 underlying principles of quality:

| | |
|----------------------|---------------------------------|
| Customer focus | Improvement |
| Leadership | Evidence-based decision making |
| Engagement of people | Management of key relationships |
| The Process approach | |
- w It meets all applicable mandatory requirements of ISO 9001.
- w It uses the 'PDCA' improvement cycle to constantly improve itself.
- w Its workings can be demonstrated to a third party auditor, using suitable examples and evidence (eg, IT systems, documents, files, notes, etc)

A quality management system needs all these attributes before it can be audited to the ISO 9001 Standard.



Getting ISO 9001 Does Require Senior Management Involvement

To get ISO 9001 does and *will* require involvement, input and attention from the people it refers to as 'top management', ie, the decision-maker(s).

Their role in any ISO 9001 project is critical – probably *the* deciding factor for success. Without this, it won't and cannot happen. Trying to achieve 9001 certification without strong commitment, support and involvement from senior management would contradict the quality principle of Leadership.

Cost – How Much?

There are 2 kinds of costs involved:

Certification cost. Unavoidable: cost of external audits, getting and maintaining the formal Certificate. You'll need to get specific quotes from accredited certifiers. As a rough guide, for an 'average' smallish business not complicated or involved in high risk activities, total cost *over a 3-year period* is around \$8000–9000 + GST, or around \$3000 per year (certification runs in repeating 3-year cycles).

NB: the DIY Kit includes guidance on finding and choosing your certifier.

Preparation costs. Variable: include the cost of resources (your people, plus external consultant if used), reference materials and training. These costs vary and can also be reduced: eg, by your doing as much as possible. Indicative consultancy costs range from \$7000 to \$18,000 or more, depending on your current status and the services you want. Costs of external training for a single person are in the order of \$1300-3000 per course.

As you can see, this means the DIY Kit is an extremely economical and cost effective option.

How Long?

Usually between 6 and 12 months; this is *elapsed* time not total effort. While a very few DIY customers have achieved it in under 6 months, this is unusual and most take a little longer than that.

How long will depend on factors such as your current status and starting point, your resources and priorities.

The DIY Kit is intended to get you 'over the line' efficiently and as fast as possible. But understanding what you need to reach that point is important, so you build the skill set and mindset to make the changes and have the system become 'just what we do around here'.

Why Do ISO 9001? What's the Value?

Clients consistently report benefits that include better management control, improvements in customer satisfaction, processes and productivity, far greater clarity about what they do and how, increases in sales and employee satisfaction, reductions in costs/time such as errors, rework or maintaining their system, greatly increased understanding of what quality really is and how to manage it well, and reduced customer dissatisfaction or complaints.

See www.mapwright.com.au/benefits.html for more information, including summaries and sources of relevant research.

Ultimately, only you can answer the question: why ISO 9001? But you do need to determine why you want it, and what you expect from it. Not defining your goals (what you want to achieve by getting ISO 9001) is a common mistake. For others, see our report *The Top Ten Mistakes Made with ISO 9001 – and how to avoid them*.

DIY ISO 9001 Kit

Why Use a Kit?

It's a practical, economical and very cost-effective solution – far less than the cost of hiring a consultant and sending people on training courses.

It will work well in situations where you have suitable internal resources and you prefer to do as much as you can yourself and/or consulting is impractical or unaffordable. It is mainly intended for use by smaller companies and organisations. If you are in any doubt about whether it is suitable for you, please discuss it with me: I will certainly tell you if I think it won't be (and have done this on occasion). I don't want to just a sale – I really want you to succeed.

The Kit sets out a clear approach to follow, explains what to do, the how and why, provides tools, templates and many models of the 'finished product' to illustrate, and guides you through the entire process of upgrading your quality management system all the way through to selecting an auditor and achieving certification (steps on page 2).

Contents of the DIY ISO 9001 Kit

1. How to Get ISO 9001: the Complete DIY Guide

The Guide is the essential reference. It is about as close as you can get to having me beside you all the way and leading you by the hand. It guides you through all the tasks with explanations, giving specific tasks to do and explaining how to do them, with plenty of examples. It also includes some learning tasks - questions and answers to help you apply the knowledge and test your understanding as you progress. Crammed full of real world experience from a wide range of fields and companies; just solidly-based real, practical guidance and expert clear advice; no weird 'quality speak' or gobbledygook.

The Guide ties together all the other components of the Kit to explain and demonstrate how to plan, develop and implement a simple, practical and ISO 9001 quality management system. Many examples for different types of businesses and organisations, both services and manufacturing. Supplied as a hardcopy manual only (softcopy by exception).

2. DIY Toolbox – the tools and templates

The templates provided offer practical and simple ways to meet requirements dictated by the Standard itself. You can use them as is, customise them or even replace them with your own because you are already using something suitable. All this is fully discussed and explained of course. Includes:

- w Index to all templates: when to use them and how
- w Gap Analysis Checklist – simplifies the Standard and presents it in a readily comprehensible series of questions for you to fill in
- w Project Roadmap template – a simple Gantt style plan you tweak and customise
- w Quality Policy template – short and clear, with suggested wording also for the mandatory 'scope statement'
- w Process mapping templates – a couple of different models here, as some people prefer a text approach and others prefer a graphic one
- w Business Plan template (very short) for 'quality objectives' that are useful
- w Risk management process and template for a register
- w Templates for Corrective Action Form + Log: use one or both, depending on what works

- w Templates for your internal audit program, including a plan/schedule, audit checklists, and audit report
- w Templates for Supplier Management, Personnel: Induction, Performance Evaluation & Position Descriptions
- w Templates for meeting minutes/actions and for management reviews.
- w A Quality Manual template - already 65% complete with text you can use, and guidance on how to do it in for your company. Note that a Quality Manual is not a requirement now, but there are circumstances where you may find it useful (explained in the Guide).
- w Models of procedures and processes you can use as templates.

All templates are supplied in hardcopy (the Toolbox folder) and editable softcopy (on CD).

3. Completed Samples

Real examples of completed manuals and other quality documents, used in companies that successfully achieved certification. Requirements for 'documented information' are now flexible, so the handbooks and manuals provided are only suggestions and one way to meet the requirements. Among the 3 examples supplied you're bound to find something that will work in your environment.

Acme - a service company:

- w Acme Quality System Handbook ('quality manual')
- w Acme Operations Handbook (their processes and procedures)
- w Completed examples of all templates listed above (in Toolbox) to illustrate their application and use.

Browns Samples - manufacturing.

- w Browns Quality Manual
- w Browns Procedures Manual.

Holts Motor Repairs - specialised technical services company.

- w Company handbook (quality policy + workflows & procedures)

Acme in hard + soft copy; Browns and Holts in soft copy only.

4. Resources for ISO 9001 learning and training:

- w Quality Training Kit – a set of presentations to learn and teach others
 - Overview of ISO 9001
 - Understanding Processes
 - ISO 9001 overview for management
 - Preparing for External Audit
- w ISO 9001 in 20 minutes - the essential 'cheatsheet' (pdf file)
- w 5 Whys Method of Problem-Solving
- w Checklist of Records Required for ISO 9001



5. The DIY ISO 9001 CD

Contains softcopy files for all contents of the DIY Kit except Guide.

Supplied as files in MS Word, Excel, Powerpoint (mostly Microsoft Office 2010).

All these files can be edited and changed. And your bonus files + any extras agreed.

6. DIY Customers only website

Access to the customers only website with downloadable files to get started immediately.

A range of Q&As: questions from previous customers, with my answers.

Links to other resources including my carefully handpicked list of certifiers and why (as well as who to avoid!)

Updates and new resources are uploaded here as soon as they are released.

7. Support for a full 12 months

w Regular emails to keep you on track, and help you chart progress.

w You can ask me specific questions via phone/email. You can ask as often as you need to. As a rule of thumb, I limit the time for each to around 10-15 minutes. If it needs more than this, I will tell you: if we go ahead, it then becomes billable.

The individual access to a pre-eminent consultant means you won't be left wondering or guessing. You can get a quick answer to anything you're not sure about.

Bonus Components included

1. Expert review and feedback on your Gap Analysis. Now, at times I may need to limit this depending on the number of sales and how busy I am consulting, to make sure everyone gets looked after. It has only happened very rarely.
2. Toolchest of files and resources - a rich collection of tools and resources from literally years of professional experience, with a wealth of materials to pick and choose from. Includes sample files for company handbooks, HR handbook, over 20 job descriptions, induction checklists to project management plans, file naming standard and a management review matrix. And more.

DIY Kit Price

Full price for Kit only: AUD \$1795.00 (+ GST in Australia). Express delivery included, almost anywhere in the world.

But there are cheaper ones available

Yes. There are.

But my DIY Kit is the best available anywhere in the world. I know, because I've looked and compared. And pretty much everything I've seen out there is extremely ordinary or just plain dreadful.

Virtually every so-called 'kit' or 'template pack' on the market operates on the Do it *OUR*Way 'one-size-system-fits-any-business' model, which not only isn't true, but is incredibly painful and hard to try and work with. Which means you usually then have to do even more work later on to get it back to something halfway simple that you can work with.

That's because they are structured to exactly match each clause and even subclause of the Standard. So you get sets of policies and procedures and forms for *every* clause and subclause (and usually lots of them – far too many). And they won't sound like anything you might be doing right now, because they're steeped in special 'ISO speak'. Many even add the relevant clause/subclause number to the title as well.

And if you aren't in manufacturing, you'll have to work out what half of them mean, as well. You not only don't *need* to use all the ISO clause numbers and sub-numbers (explicitly stated in the 2015 version), but it's a *big mistake* to do so. You should do what the Standard itself recommends: use a process approach. And what I also recommend: apply common sense.

And have documents written in plain English, so people can read and use them, and in a common sense format and structure: one that makes sense to you. The DIY Kit has many, many examples of how to do this.

Combination Proposal

The DIY Kit is a stand-alone product. Occasionally someone needs or wants a bit more help, which is where the combination comes in. If what you want isn't here, we'll be happy to discuss your unique requirements. For example:

Combination with Gap Analysis:

- w DIY ISO 9001 Kit + the Gap analysis done for you and supplied as a detailed report showing gaps and listing the tasks required to reach ISO 9001 level
- w Fixed price: \$3300 + GST

Other combinations might include:

- w Expert review of your draft processes/procedures; written feedback and recommendations (depends on volume, say 1 day for up to 50 pages)
- w Create/modify templates or other documents for your requirements (1/2 day for a template up to 10 pages; forms 1-2 hours)

Please ask for further details. Distance is not necessarily a barrier. We have worked with remote, interstate and even international clients very effectively (contact names provided on request) via email, some phone and occasional travel. One interstate client said after a single day's consulting: *'That's clarified the whole thing for me. Now I am comfortable that I know exactly what has to be done to get there.'* And 9 months later had done so.

About Us

We specialise in practical, excellent and simple quality systems, primarily for the internationally recognised ISO 9001 Standard. We have particular expertise in businesses that provide services and in project-based environments, including consulting, IT firms and similar. Based in Melbourne, Australia.

Our Approach

We do Intelligent Quality Management (IQM) systems. The approach is based on our three core principles:

- Simple:* making quality management systems as simple as possible
- Practical:* applying ISO 9001 requirements to *your* particular business context and environment, building on your existing methods and practices wherever possible; always using common sense
- Effective:* It works and gets results. Can be modified and expanded if needs require.

A good quality system must fit your organisation and the way you work, rather than being driven solely by the Standard. The advice we give you on your quality management system ensures it will work with and for you: it won't tie you up in knots of tedious practices or burden you with reams of paperwork.

Yes, you want that certificate, but you can achieve it in various ways. If the system supports your company and what you do, then your ISO 9001 certificate becomes almost a by-product of your management system – as it should be – rather than an end in itself.

Our client certification success rate speaks for itself: 100%.

Experience

Our experience includes many fields such as banking, consulting, education, finance, gaming, government, IT and high technology, importing, manufacturing, mining & resources, petrochemical, project management, property development, real estate, recruitment, retail, services, training, telecommunications, utilities. Our clients range in size from small to large, private and government.

An indicative list of consulting clients:

| | |
|--------------------------------------|--------------------------------|
| ANZ Banking Group | Invenio Engineering |
| Applied Biosystems | Inver Engineering |
| Bupa Health Dialog | McKenzie Consulting |
| Caraniche | Multimedia Victoria (DOI) |
| Co-Ex Films | Oxford Chemicals |
| Consultel IT&T | ProActive Services |
| De Poi Consulting | Red Cross College (non-profit) |
| Denton Corker Marshall Architects | Reconnexion (non-profit) |
| Dept of Defence | Reputex |
| Dept of Primary Industry & Energy | Stepping Up (non-profit) |
| Dept Of Sustainability & Environment | Steyr Motors |
| Esso Australia | Traction Motors |
| Fisheries Victoria (DPI) | Success Works |
| Findex | Value It Property |
| GTA Consultants | Via Architettura |
| Gytech | Wanless Wastecorp |
| Human Edge IT | |

Our Customers Say

More at: www.mapwright.com.au/DIYPack_testimonials.html

DIY Pack a Fantastic Help

This DIY pack has been fantastic and I cannot imagine how anyone could possibly do this internally without such help. I feel that if we had hired an external person to do this task for us we would just let him/her get on with it and we would possibly not fully embrace the concept to the degree that we now do and with the required understanding!

Steve Woods, Klorman Industries

Clear Path to Follow

When we first set out to "get ISO 9001"...it seemed immensely complicated and difficult. Everyone we spoke to said that we would regret trying to do it and that it would end up being very expensive for a small business. But then we came across Jane and her DIY Kit.

Her guidance and advice simplified it all, and gave us a clear path to follow. When she says she keeps things practical and simple, she means it. With Jane's help, we have successfully completed the ISO9001 certification and have found it an enjoyable experience. We are now more in control of our business than ever and the staff have all embraced the change. I cannot recommend Jane and her DIY kit enough. Follow Jane's approach in keeping it simple and you too will succeed.

Bern McIntyre, Director, Steyr Motors (Australia) & McIntyre Equipment.

Company Better Than Before

Our management and staff all feel that the company is now even better than it was before. Certification helped us tighten up our system, apply extra discipline, and really see business improvements. We achieved certification with a system that is our system, and maintains the things that are essential to us.

Our management system is stronger, and our external auditor commended us in a number of areas. We could never have achieved such a great result without the DIY Kit and Jane's advice, and readily recommend Mapwright to others.

Tara Edwards, Office Manager, Gytech P/L

Step by step process

I am delighted with it, and don't know what I would have done without it... very satisfied... The DIY pack provides a complete overview and step by step process to achieving certification, in addition to templates that can be adapted for the company to use.

K Krienke, Sense Consulting

Great and Absolutely Smooth

Thanks for all the support and reminders that you have sent. It's been great and absolutely smooth during our final audit. We have actually received our certificate last month.

The system (DIY ISO 9001) Pack is an effective tool which helped me to manage the audit and NC giving by the auditors.

Once again many thanks for your consultancy support and excellent tips and remainder towards getting our ISO qualification. I would never have gone this far without your help.

K Wu, SA Engineering, HK.

DIY Pack has been invaluable

It is with great pleasure that I am writing to let you know that we had our audit yesterday and have been awarded our ISO9001 certification. This is wonderful news and will certainly help with the long term growth of our Company especially in export markets. Your DIY pack has been invaluable in us achieving our goal and we cannot thank you enough for the ongoing support throughout our journey. We will certainly recommend your product and service to other companies trying to achieve ISO. Many thanks.

Carole-Anne Brook, Mgr, Upwey Valve & Engineering P/L

Regular Wise Information

We purchased your program [DIY Pack] and completed the documentation within 6 weeks and received full ISO9001 Accreditation within 10weeks. Admittedly, we did have 'management systems' in action prior to commencing the ISO accreditation process - never-the-less your program greatly assisted our prompt application and approval. Again, thank you for your regular wise information.

Noel Heather, MD, Sadies Environmentally Sustainable Cleaning Solutions.

Worth Every Cent

The kit is well worth buying and the after service is wonderful. No e-mail/question or phone call is ever a bother to Jane. The kit is in depth but explains itself very well and easy to understand. Doing the tasks that are set are important to help close the gap that you may have on missing policies or procedures. The examples are great of what to do and what not to do. The toolbox that you are given to achieve and work through the ISO path is very helpful. The website is full of useful information.

All the tools, manuals etc. you receive are excellent. It is worth every cent. Jane is always up dating us with e-mails on any changes and her support service is excellent. I would recommend Jane with no hesitation. Excellent customer service is given constantly.

V Allinson, Oceanic Controls

Appreciate your help

The ISO auditors were with yesterday and today, and have informed us that we passed, and will be certified. We appreciate very much your help! Mapwright helped us to cut through underbrush and see more clearly the trail. We very much appreciate your generosity in making your experience available to us.

Rand Engel, Balkan Sunflowers, Kosova

Great Value for Money

I think we would still be at the starting blocks without your DIY pack. It has proven to be a very valuable tool for us along with your monthly emails that suggest to us where we should be at by now... it is great value for money. It provides easy to understand information along with quality manuals and templates that have provided our company with ideas as well as a sense of direction for what would work best for us. The DIY pack has proved very informative and provided us with a great platform in preparing our strategies in moving towards certification.

Gary Butcher, Admin Manager, Independent Property