



ISO 9001:2015

Quality Management Systems



kiwa | Compass Assurance Services

Self Assessment Checklist

Context

The Organisation

- Have we determined internal and external issues that will impact on our quality system?

Interested Parties

- Have we determined what internal and external interested parties are relevant to the quality system and what are their requirements?

Scope

- Have we determined the boundaries of the quality system and documented the scope?

Leadership

Leadership and Commitment

- Can we demonstrate top management is providing leadership and commitment to the quality system?

Customer Focus

- Do we ensure customer focus by understanding and meeting requirements and ensuring customer satisfaction is maintained?

Quality Policy

- Have we a documented quality policy that is communicated and available?

Roles and Responsibilities

- Are roles and responsibilities for quality communicated and understood?



Planning

Risk and Opportunity

- Have we determined the quality risks and opportunities related to our organisation? Do we have plans to address them?

Quality Objectives

- Have we established quality objectives? Do we monitor, measure and communicate them? Do we have plans to address them? Have we maintained records?
- Do we have plans to address them?
- Have we maintained records?

Scope

- Have we determined the boundaries of the quality system and documented the scope?

Change

- Are changes to the quality system planned and controlled?





Support

Resources

- Have we determined and ensured necessary resources are in place for the quality system including people, infrastructure and work environment?

Measurement

- Is measuring equipment calibrated? Have we maintained records?

Organisational Knowledge

- Do we have processes to retain and share organisational knowledge?

Competence

- Do we ensure competence of personnel?
- Do we maintain records?

Awareness

- Have we ensured that personnel are aware of our policy, relevant objectives and their responsibilities?

Communication

- Have we determined processes for internal and external communication relevant to quality?

Control of Documents

- Do we ensure documents and records are controlled?



Operations

Operational Planning and Control

- Have we established and maintained procedures to meet the requirements of the quality system?

Requirement for Products & Services

- Do we ensure customer communicate is appropriate?
- Have we determined customer, statutory and regulatory requirements for our products and services?
- Do we maintain records?

Design and Development

- Have we ensured design processes are controlled including inputs, outputs, changes to designs, verification processes and reviews? Do we maintain records?

External Providers

- Do we have processes to manage selection, evaluation and monitoring of suppliers and contractors? Do we maintain records?
- Do we maintain records?
- Do we communicate effectively with suppliers and contractors?

Production & Service Provision

- Is production and service provision undertaken in a controlled way?
- Is documentation in regard to the product or service available?

Identification & Traceability

- Are outputs identifiable, are records suitable for traceability maintained?

Customer & External Supplier Property

- Do we safeguard property belonging to customers or external suppliers while under our control? If damaged or lost are records maintained?

Preservation

- Do we have processes to manage preservation during production such as controls for packaging, handling, storage and transportation?

Post Delivery

- Do we have processes to manage post-delivery requirements including contractual requirements, warranty and maintenance?

Control of Changes

- Do we review and control changes to production or service provision?
- Do we maintain records including authorisation?

Release of Product and Services

- Do we ensure products and services are released to customers in a controlled manner?
- Do we maintain records demonstrating conformity of the product was determined and traceability of person authorising release?

Non-Conforming Outputs

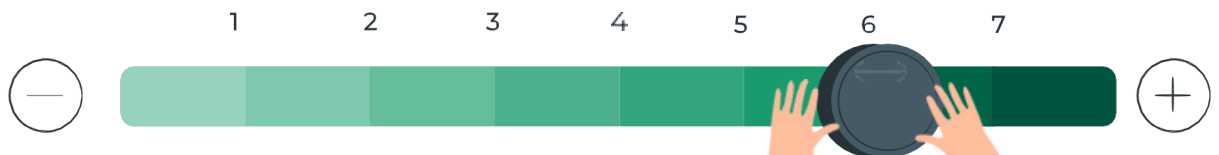
- Are nonconforming outputs controlled to prevent release?
- Do we maintain records?



Performance Evaluation

Monitoring and Measuring

- Do we monitor things such as processes, operational controls, equipment that requires maintenance or calibration?
- Do we measure things such as KPIs, performance against targets?
- Do we analyse and evaluate this information?
- Do we maintain records?



Customer Satisfaction

- Do we assess, monitor and review customer perception?

Internal Audit

- Do we plan and conduct internal audits to ensure the quality system conforms to requirements and is implemented effectively?
- Do we maintain records

Management Review

- Does our top management review our quality system at planned intervals? Do we maintain records?
- Do we maintain records?



Improvement

Nonconformity and Corrective Action

- Do we have processes for reporting, investigating and taking action to manage incidents and corrective action?
- Do we maintain records

Continual Improvement

- Do we continually improve the quality system?





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