

# Business Support Packages

## Getting Ready for ISO 9001: 2015 QMS



Businesses and organisations often miss out on important contracts, tenders and grants because they do not have a quality management system. ISO 9001 is the internationally recognised quality management standard that can benefit any size organisation. iFreelance also implements ISO 14001 (EMS) and ISO 45001 (WHS) in a similar manner as described below.

This package will help your business achieve ISO certification for the first time. It will require a commitment of time by the business for workshops, progress meetings, exchange of information and ability to assist in the development of internal processes.

### 1) Quality Systems Audit

- I will meet with you to understand your business and provide an overview of the package
- Desktop Quality Audit – a comprehensive health check of your current practices
- Onsite Quality Audit – audit of site and field facilities and operational practices
- Gap Analysis – report identifying the gaps between current practice and ISO requirements
- Timeframe – agree timeframe for implementation and allocation of responsibilities

### 2) Quality Management System

I will work with you and your nominated representatives and will deliver the entire quality management system of manuals, registers, policies, procedures and forms in accordance with specific ISO 9001 requirements including:

- Introductory training session for you and your staff
- Strategic planning session with senior management (Vision, Mission, SWOT)
- Interested Parties Register
- Quality Manual, Quality Policy and Quality Objectives
- Legal Register
- Opportunities and Risk Register
- Monitoring and Measurement
- Training, Awareness and Competence
- Design and Development Process
- Control of Documents and Records
- Corrective Actions and Continual Improvement
- Communication Systems
- Sub-Contracting and Purchasing
- Change Management
- Job Descriptions
- Management Review Process
- Internal Audit Program
- Customer Satisfaction
- Copy of the ISO Standard Licenced to your business
- Providing the correct information for the completion of quality relevant documents

### 3) Quality Consultant on Call

For an agreed period of time following implementation of the QMS, receive ongoing email, Zoom and/or in person advice from your Quality Consultant who will help you stay on track. This includes delivering the mandatory internal audit program and management review processes.

**Please contact me to request a proposal to meet your particular business needs.**