



**Project Plan Module
Demonstration Software**

**Developed and produced by
Solutions Generation Co. Limited and
Edinburgh Chamber of Commerce and Enterprise**

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ISO 9001:2000
Project Planning Module

**Please contact Bien Consultants Limited
directly with any product or ISO 9001 queries,
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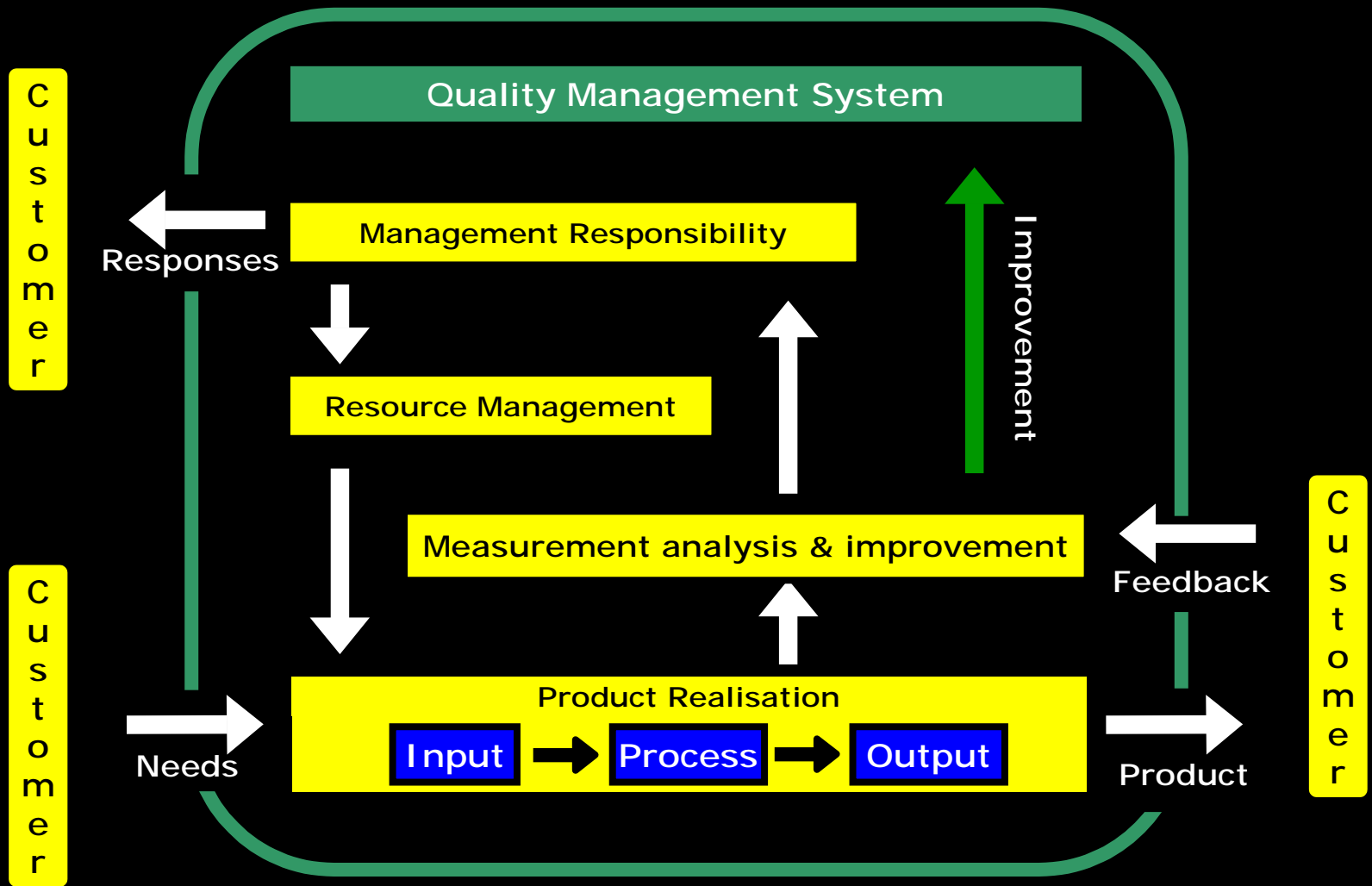
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1.0 Project Plan



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1.0 Project Plan



1.1 Produce Your Project Plan

The project plan section introduces the user to typical project stages for the transition of their quality management system to ISO 9001:2000 certification. Refer to samle [project plan](#).

This plan is presented in five stages, namely: -

- planning,
- assessment,
- devepment and training
- Implementation and certification

In addition to this, important issues relating to planning are addressed, such as, project management, project time-scales, project stages, the success criteria and the effort required to achieve the deliverables.

It also deals with the initial interactions with customers and how this opportunity should be used to gain their support and commitment.

The subject of the culture change requirement for the organisation is dealt with in some depth as is the degree of commitment required from staff and management.

Finally the structure of the whole project is considered together with the requirement for appropriate measures to be in place to determine if objectives have been achieved.



1.0 Project Plan



1.7 Authority, Responsibility and Reporting

The person chosen will be responsible for the planning and implementation of the quality management system and it is essential therefore that he or she is seen to be:

- part of management and reporting at a senior level
- supported by senior management
- of a status which indicates the importance that management place on quality

Shop floor staff are perceptive of the status of individuals and the real esteem in which they are held. If top management is not serious about the status of quality then this is the message that the staff will get. Part of that message will be in the way that other managers behave in respect to quality issues including the ISO 9001:2000 project.

1.8 Define Scope, Deliverables and Time-scales

In defining the project's scope, deliverables and time-scales, the manager may: -.



- determine project objectives and strategy
- establish the project stages and sequence
- determine performance standards
- estimate the costs
- considering staff and training requirements
- develop policies and procedures for implementation

1.0 Project Plan



1.20 Documentation Plan for ISO 9001:2000 (2 of 3)

During the development of your QMS documents, take the opportunity to review work practices and determine preferred methods of working. Use flow charts to depict process activities and their interactions where helpful. Form task teams to encourage the involvement of staff and management. Encourage department managers to meet on a regular basis to review planned progress.

Documentation Plan issued on 3/3/01 by Quality Manager

Document		ISO 9001: 2000 Ref.	Target Date		Process Owner	Comment / Actions Required
Number	Description		Plan	Actual		
QM	Quality Manual	4.2.2	May		Quality	Re- write manual- a lot of work
QP 01	Control of Non Conformance	8.3	May		Quality	Minor update
QP 02	Control of Quality Records	4.2.2	May		Quality	Minor update
QP 03	Corrective and Preventive Action	8.5.2, 8.5.3	May		Quality	Minor update
QP 04	Document Change Control	4.2.3	May		Quality	Minor update
Refer to the sample documentation plan or next page for further details						

Key Code: - QM - Quality Manual; QP - Quality Procedures; OP - Operating Processes.



Thank you

ISO 9001:2000 and ISO 9001:1994 (1 of 6)

Contents

This document provides information that enables you to compare the structures and clause titles between the ISO 9001:2000 and ISO 9001:1994 standards. This is presented as:-

Corresponding clauses between ISO 9001:1994 and ISO 9001:2000

Corresponding clauses between ISO 9001:2000 and ISO 9001:1994

Corresponding clauses between ISO 9001:1994 and ISO 9001:2000

ISO 9001:1994 Clauses	Corresponding ISO 9001:2000 Clauses	
1 Scope	1	Scope
2 Normative reference	2	Normative reference
3 Definitions	3	Terms and definitions
4 Quality management system Requirements -title.		
4.1 Management responsibility - (title only)		
4.1.1 Quality policy	5.1	Management commitment
	5.3	Quality policy
	5.4.1	Quality objectives
4.1.2 Organisation - (title only)		
4.1.2.1 Responsibility and authority	5.5.1	Responsibility and authority
4.1.2.2 Resources	5.1	Management commitment
	6.1	Provision of resources
	6.2.1	General - Resource management
	6.3	Infrastructure
4.1.2.3 Management representative	5.5.2	Management representative
4.1.3 Management review	5.6.1	General - management review
	5.6.2	Review input
	5.6.3	Review output
	8.5.1	Continual improvement
4.2 Quality management system - (title only)		
4.2.1 General	4.1	General requirements
	4.2.1	General - quality management system
	4.2.2	Quality Manual
	5.1	Management commitment
	5.4.1	Quality objectives
4.2.2 Quality management system procedures	4.2.1	General - quality management system
4.2.3 Quality planning	5.4.2	Quality management system planning
	6.2.1	General - resource management
	7.1	Planning of realisation processes
4.3 Contract review - (title only)		
4.3.1 General		
4.3.2 Review	5.2	Customer focus
	7.2.1	Determination of requirements related to the product
	7.2.2	Review of requirements related to the product
	7.2.3	Customer communication
4.3.3 Amendment to a contract	7.2.2	Review of requirements related to the product
4.3.4 Records	7.2.2	Review of requirements related to the product

ISO 9001:2000 Self Assessment Questionnaire

Produced by Solutions Generation

Purpose

At the start of your ISO 9000 program it will be necessary for you to assess the status of your quality management system and to prepare plans for its development to take your company towards ISO 9001:2000 certification.

Help Line

When you have read and completed this assessment and wish our consultant specialists to comment on your self assessment results, free of charge, please e-mail or fax your details to Solutions Generation.

Overview of the 2000 Changes

The structure and contents of the 1994 standards were revised while maintaining the essential requirements of those current standards. Essentially, the proliferation of the ISO 9000:1994 family containing some 20 standards and documents was stopped with the introduction of the ISO 9000 2000 quality management standards.

The three primary standards are: -

- ISO 9000: Quality management systems - Fundamentals and vocabulary
- ISO 9001: Quality management systems - Requirements
- ISO 9004: Quality management systems - Guidance for performance improvement

ISO 9001 and ISO 9004 were produced together, with the same numbering, sequence and structure, in order to form a "consistent pair" of standards. Also ISO 9000 was developed in parallel with ISO 9001 and ISO 9004 to achieve a coherent terminology in the ISO 9000 Family, ISO 14000 Family and other management standards.

New Sections of ISO 9001:2000

The new standard is broken into 4 Main Clauses namely:-

- Clause 4: Quality Management System
- Clause 5: Management Responsibility
- Clause 6: Resource Management
- Clause 7: Product Realisation
- Clause 8: Measurement, Analysis and Improvement

Exclusions from the Quality Management System

Due to the nature of different organisations' products or services, it is possible that some of the clauses in the standard may not be appropriate and can therefore be excluded from the scope of the quality management system. Such exclusions are only permissible within **Clause 7 - Product Realisation**, For example, if the organisation has no design function, then clause **7.3 Design and Development** may be excluded.

Use of this Document

Using this document enables you to quickly confirm if your organisation has addressed all the requirements of the new 2000 standard. Changes between ISO 9001:2000 and ISO 9001:1994 are highlighted in **blue bold text**. The degree of change is indicated as either (**N**) for new, or (**E**) for an enhancement when compared to ISO 9001:1994. Corresponding clauses of ISO 9001:1994 are also provided. You may list your organisations' documents that relate to or support each specific clause in the "OMS Reference" column.

Helpline and Feedback

If you wish our consultant specialists to comment on your self assessment results, or any other concerns you may have, please E-Mail or fax your completed questionnaire and comments to us and we will gladly assist you.

Please provided us with your details:	Contact Name
Company Name:	Position
Address:	Post / Zip Code
Telephone Number:	Fax No: E-Mail:
Nature of Business:	Web Site Addresss:

ISO 9001:2000 Assessment Questionnaire Clauses & Checklist	1994 Clause	QMS Reference	Notes and Actions (yes or no)
4.0 Quality Management System			
4.1 General Requirement	4.2.1, 4.5.1		
- Has the organisation established, implemented and maintained a quality management system?	4.2.1, 4.5.1		
- Does the organisation continually improve the effectiveness of the QMS?	4.2.1, 4.5.1		N
a Have processes needed for the QMS been identified and applied throughout the organisation?	4.2.1		
b Have the interaction and sequence of processes been determined?	4.2.2; 4.2.3		E
c Have the criteria and methods necessary for the effective operation and control of these processes been determined?	4.2.2 & 4.2.3, 4.5		
d Are resources and information needed to support the operation and monitoring of these processes available?	4.1.3, 4.2.3		
e Are the QMS processes measured, monitored and analysed to achieve planned results?	4.1.3		
f Are actions implemented necessary to achieve planned results and continual improvement of these processes?			E
- Are the QMS processes managed in accordance with the requirements of ISO9001:2000?			
- Are any out-sourced processes identified for control?			
4.2 Documentation Requirements			
4.2.1 General Requirement	4.2.1, 4.51		
- Does the QMS documentation include the following:			
a statements of quality policy and quality objectives ?			N
b quality manual?			
c documented quality procedures required by ISO9001:2000?	4.2.2.a		
d documents needed for the effective planning, operation and control of QMS processes ?	4.2.2.b		E
e quality records required by ISO 9001:2000?			
Note 1: Are all QMS documented procedures established, implemented and maintained?	4.1.3, 4.2.3		
Note 2: Does the format and extent of the QMS reflect the organisation, its processes and competence of personnel?			E
4.2.2 Quality Manual	4.2.1		
Does the QMS quality manual include the following:			
a scope of the QMS as well as any details of and justifications for exclusions ?	4.2.1		E & N
b specified documented procedures or reference to them?	4.2.1		
c a description of the interaction between the processes of the QMS?	4.2.1		N
Assessor's Notes:			

USER GUIDE

1 System Requirements : Windows

- An Intel i486 or Pentium processor-based personal computer (Pentium recommended).
- Microsoft Windows 95, Windows 98, or Windows NT 4.0 with Service Pack 3 or later.
- 16 MB of RAM for on Windows 95 and Windows 98, 24 MB of RAM for Acrobat on Windows NT (32 MB recommended)
- A hard drive with at least 75 MB of available space
- Adobe Acrobat 4.0 Reader or later

2 To display useful navigation tools

F5	To hide and show the	Bookmarks (contents listing)
F6	To hide and show the	Thumbnails
F7	To hide and show the	Menu Bar
F8	To hide and show the	Command Bar
F9	To hide and show the	Tool Bar

3 To alter page view

Full Screen	depress	Ctrl and L
Zoom In	depress	Ctrl and +
Zoom Out	depress	Ctrl and -
Zoom To...	depress	Ctrl and M
Fit in Window	depress	Ctrl and 0
Actual Size	depress	Ctrl and 1
Fit Width	depress	Ctrl and 2
Fit Visible	depress	Ctrl and 3

4 Suggested Viewing

- To obtain full view of sections 1 to 13, use the "full screen" option (Ctrl and L)
- To read documents in section 14, use the "fit to window" option and the zoom control (Ctrl + or -) and arrow keys to scroll viewed documents as necessary.

Introduction

This section provides the users with numerous and frequently asked questions with answers and is intended to develop a better understanding of the background and requirements of the revised ISO 9001:2000 standard. If you have any questions not covered please e-mail your question to us at mail@solutionsgeneration.com.

This list of Frequently Asked Questions (**FAQs**) is structured in a logical sequence. Input has been obtained from consultants and practitioners of the ISO 9000 standards.

Solutions generation will regularly review and update this list with new or amended questions as appropriate to ensure that it remains accurate and helpful. The intention is to provide users with a useful point of reference for additional information.

These questions have been grouped into **six** main categories, namely,

1. **Background**
2. **Main features**
3. **Benefits and Implications**
4. **Transition**
5. **Certification**
6. **Impact**

Questions

1.0 What is the background to the revised ISO 9000:2000 standards?

- 1.1 Why revise the ISO 9000:1994 standards?

2.0 What are the main features of the revised standards?

- 2.1 Are the revised standards compatible with national quality award criteria?
- 2.2 Does the scope of ISO 9001:2000 address financial issues?
- 2.3 What new requirements and main changes are introduced to the revised standards?
- 2.4 Why do the standards require the monitoring of customer satisfaction and how will they improve it?
- 2.5 What is a process?
- 2.6 What is meant by "continual improvement"?
- 2.7 Do the requirements of the ISO 9001:2000 standard address the needs of sector organisations?

3.0 What are the key benefits and implications of the revised standards?

- 3.1 When will my current 1994 certification be affected?
- 3.2 Will the transition to the revised standards be costly?
- 3.3 How will the quality management system change?
- 3.4 Will all the quality management system documentation need to be re-written? **...etc**

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