

Are you struggling with your ISO Program?

The 3 Biggest Mistakes People Make With ISO 9001

ISO 9001:2000 – T³: Tips, Tools & Techniques



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Proven approaches that work

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ISO 9001:2000-T³ : Tips, Tools & Techniques
1st Edition (electronic version)

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ISO 9001:2000-T³ : Tips, Tools & Techniques, by Tim Renaud.

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PREFACE

I've been working with business professionals such as quality managers, ISO coordinators, office managers, operations managers, technical managers, directors and vice-presidents since 1992. During that time I've seen first-hand what problems they've encountered with their ISO 9001 systems, and they all boil down to three (3) main issues, one of which is... overbuilt and overly complex quality management systems. In the pages that follow I'll cover the other two (2) big mistakes people make, but let me share my thoughts on this one.

If you're like most professionals working with ISO 9001, you have a good understanding of the benefits of this tool but not so great at getting others to see it as you do. You probably do the best job you possibly can and then hope that others will recognize what this tool can do for them.

But sooner or later you realize you need to do something with your ISO 9001 System in order to make it simpler. You probably do some fixes and revisions on the surface, keep a watchful eye on what auditors are asking for, attend a seminar, and perhaps even network with others to see what they've done... but you're also spending most of your time making sure all the parts of your ISO 9001 System are being kept up-to-date and you don't have a lot of spare time to dig in and figure out how to **really simplify it...** and when you did attempt to streamline it, were the results less than you hoped for?

You're not alone. Most business professionals working with ISO Systems just aren't very good at making it simpler to use... and to get others to buy into it.

Unfortunately many people think of ISO 9001 as a gimmick, another flavor of the month or something the bureaucrats invented. This is unfortunate because the ISO 9001 Standard is just a model on how to first get control over your business, and then how to point it in the right direction. After all, your Customers are the ones who wrote this Standard. If the purpose of a business is to create Customers... then the purpose of an ISO 9001 System is to satisfy them. Using the ISO 9001 Standard is a choice that can be critical to how effectively a business is run.

ISO 9001 doesn't have to be such a struggle. If you learn the principles and intent behind this Standard, like I did by applying them in many different industries and in many kinds of organizations, you'll discover that ISO 9001 can be easily applied, and can also become a tool that employees depend on. Learning the essentials of ISO 9001 and applying them to your business gets you started on your streamlining efforts.

If you simplify your ISO 9001 System successfully you should expect the following results:

- Get less resistance to the ISO requirements from most areas of the company
- Get more buy-in from top management
- End up with a simpler "documented" system
- Have employees re-learn how to "think like a Customer"

There are dozens of tips, tools and techniques that I share within this handbook that will successfully overcome the 3 biggest mistakes and will also address many other issues that will make your ISO 9001 System much more effective.

Where do you learn these tips, tools and techniques for fixing problems with an ISO 9001 System?

There are many very good books on ISO 9001, hundreds of them... but unfortunately, not very many focus on how to make an ISO 9001 System more effective and streamlined, and even less offer practical ways to do it. After all, for many people, ISO 9001 is a part time responsibility. You've got limited time and a limited budget... but you still need to find ways to get more out of your ISO 9001 System.

Since 1992 I've been applying the ISO 9001 requirements "in the trenches" and testing the **best ways to make ISO simpler and more effective**. As an independent professional engineer, trainer, consultant and auditor, I've read countless books, attended seminars with the top ISO professionals in this field, led dozens of workshops myself, worked personally with hundreds of clients, spoken to thousands of people through seminars and presentations, and written many articles about ISO Systems and Process Improvement.

In 2004, after working with the ISO 9001 Standard for over 10 years, I started to compile all the ideas, methods, tips, tools and techniques that are actually proven to work to improve ISO 9001 Systems (very little theory and a lot of pragmatic "how-tos"). Using this information, I developed a comprehensive hands-on manual.

I called it "The 3 Biggest Mistakes People Make With ISO 9001" and it reveals the nuts and bolts for improving an ISO 9001 System.

Why this book?

What makes this book different from all the other books/manuals on ISO out there?

Two reasons:

1. Most books, manuals, workshops, cassettes and videos are about the "what" of the ISO Standards. They leave out the "how". How to apply each ISO requirement in a practical way. How all the pieces fit together. How to connect them to how you actually run your business. It's the only book or manual exclusively focused on practical ways to fix your ISO 9001 System. This book gives you dozens of hands-on, how-to tips, tools and techniques that you can apply to your ISO 9001 System immediately.

2. It's based on tested experience, not theory. It took a long time to write this book. I've been working on it in one form or another for over 10 years. I didn't want to write just another ISO book. I wanted to share things that both I and my clients had used successfully to improve their ISO Systems. **You should also know that ISO Support Group has an ISO 9001:2000 Registered Quality Management System... because we wanted to "walk the talk" when it came to applying the ISO 9001 model.** This book includes many very specific ways that you can follow and adapt to your particular business to finally start getting more value from your ISO 9001 System.

There are actually two ways to use this book:

1. Use it as an "action planning" tool to give you specific direction on how to simplify your current ISO 9001 System. Each section is arranged to match the numbering of the ISO 9001:2000 Standard, enabling you to renovate each area of your ISO 9001 System in a logical manner. Every section has tips, tools and techniques that you can quickly put into action.

2. Use it as a reference guide for the actual ISO 9001:2000 Requirements. When you are trying to find out exactly what the ISO requirements are within a particular section, use the book to look it up. Each **"shall"** requirement has been included and has been bolded to help you easily identify them, and where you see the term "ABC Company", simply use your organization's name in its place. You can also use this book to help you build or install a new ISO 9001:2000 System so you can get it right the first time!

This comprehensive ISO 9001:2000 Handbook contains tips, tools and techniques that are straight-forward and can be implemented today to fix the three (3) biggest mistakes most companies make with ISO 9001. You can also learn more about other books we've published, by visiting our website at www.isosupport.com. If you're interested in more topics than just ISO, you'll see we have a wide range of products and services that deal with removing waste (costs) and reducing risk for business organizations.

I wish you success in your efforts to get more from your ISO System.

Tim Renaud

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