



R&R Newsletter

Reducing Risk/Removing Waste

ISO Support Group

MARCH 2009

**An ISO 9001:2000
Registered Company**

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LEAN JOURNEY...

Strategy 1:

- Isolate the Value Stream

Strategy 2:

- Specifying Value

Strategy 3:

- Mapping the Value Stream

Strategy 4:

- Making the Stream Flow

Strategy 5:

- Letting Customers Pull Value

Strategy 6:

- Seeking Perfection

CAN LEAN HELP?

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This Newsletter Issue covers the topic of:

ISO 9001:2008 Clause 6.1: Provision of Resources

What's new in Clause 6.1?... Nothing... No changes were made...

This Clause includes the requirements for providing resources to sustain your quality management system... and focuses on how an organization coordinates the processes needed to provide the necessary resources (time, people, money, equipment, materials, facilities, information and support services) for the business operations. This Clause also asks that you direct resources towards "enhancing" Customer satisfaction, and represents another way of how ISO 9001 is drawn closer to how companies actually operate when it comes to allocating resources to the functional areas (i.e. budgeting).

Clause 6.1 has two parts to it... the first part (6.1a) asks you to manage those resources needed to implement your quality management system; to maintain it once it's implemented; and then provide resources to constantly improve it. Consider making reference to your Budgeting process (if you have one) as one of the methods that management uses to allocate resources. Budgeting is typically a very disciplined and controlled process... and represents what actually occurs in many organizations.

The second part (6.1b) is asking you... to provide resources to "enhance" customer satisfaction levels by meeting their requirements. In addition to identifying and providing resources needed for the "quality management system", you must now make sure that enough resources are being directed to ensure you are improving the products and services you offer... and that you provide resources to respond to feedback received from Customers.

Other than the Budgeting process, you can address the requirements within Clause 6.1 by referring to your Management Review meetings (or other regular business meetings) as a method by which functional areas can request and obtain approval for resources they need. Just make sure that at the end of the day, you can show evidence that you are "managing your resources". For Clause 6.1 b), you'll find examples/evidence when you look at how you respond to Customer feedback (complaints and otherwise). This can include the establishment of a Team to problem solve issues being raised by one Customer, or a group of Customers. Some companies have taken the approach of launching key Customer visits to better understand what their Customers' needs are. This would provide additional evidence of meeting the requirements in Clause 6.1 b).

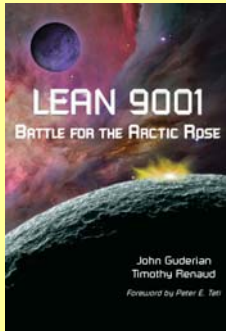
The requirements contained within Element 6.0 Resource Management are intended to bring discipline to the process of determining what "resources" are needed, how much are needed and how they will be handed out. With resources always scarce, controlling this activity becomes critical for minimizing waste in your business operations. The act of budgeting for resources each year shows a "commitment" to your Customer that you are serious about being a long term Supplier.

To view more of our Newsletters... you can visit our Newsletter page: www.isosupport.com/newsletters/newsletters.htm

PS: Don't forget to look at the [Q&A](#) section below for some final thoughts...

OUR NEW BOOK!

Click [HERE](#) to see inside this book.



TRAINING:

- ISO 9001:2008 Essentials
- ISO 9001:2008 Executive Overview
- ISO 9001:2008 Orientation
- Internal Process Auditing for ISO 9001:2008
- Internal Auditor Refresher + Prep Session

- Process/Value Stream Mapping
- 5S for Service/Mfg
- Lean Essentials/Kaizen
- Business Modeling and Performance Measure'ts
- Root Cause Analysis and Corrective Action
- Mistake Proofing
- Continual Process Improvement
- Strategic/Business Planning

****View [agendas](#) at our website****

Email Tim.. [HERE](#)

For more information on training provided by ISG on ISO 9001 or Process Improvement/Lean (Manufacturing/Office), please visit our website at www.isosupport.com. Once there, you will also find information about the following:

“Process Improvement/Lean Assessment: Can Lean help you?”

If you want to find out if Lean applies to your business, visit our website and read about our Lean Assessment Service by going to:

http://www.isosupport.com/services/lean/srvcs_pi_lean.htm

“The 3 Biggest Mistakes People Make with ISO 9001”; ISO

9001:2000 Tips, Tools and Techniques

Click here: <http://www.isosupport.com/books/books.htm>

If you enjoyed reading our previous ISO Newsletters you'll find that this book contains many of the practical approaches and advice that I've discussed in these Newsletters over the past 5 years.

Q: How do you audit Clause 6.1?

A: An audit checklist should cover these areas:

- How are resource needs identified AND provided, for all areas of the quality management system? Is there only one way to get resources?
- How often does it occur over the year? Is it systematic?
- Are resources directed towards improving the effectiveness of the quality management system? How? (Obtain examples)
- How have resources been provided to “enhance” Customer satisfaction levels? (Obtain examples)
- Are resources used to respond to Customer feedback? (Obtain examples)

Keep in mind that to audit Clause 6.1 you need an overall perspective of the entire QMS in order to make an informed assessment here.

Until next time...

Tim Renaud

Helping Business Professionals Reduce Risk and Remove Waste!

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Tim Renaud, P.Eng., B.A.Sc., is a senior trainer and consultant with the ISO Support Group. His business experience covers over twenty-two years with both small and large organizations within various industries. He began consulting in 1992 and achieved ISO 9001 Registration for ISO Support Group in Oct/1998. Specific areas of expertise include training and consulting on installing ISO Management Systems, as well as implementing Process Improvement Strategies, always with a focus on reducing risk and removing waste (becoming Lean). Association memberships include the American Society for Quality (ASQ) and the Professional Engineers Ontario (PEO).