



R&R Newsletter

Reducing Risk/Removing Waste

ISO Support Group

JUNE 2009

**An ISO 9001:2008
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?

Want to know if Lean applies to your business?

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This Newsletter Issue covers the topic of:

ISO 9001:2008 Clause 7.1 Planning of Product Realization

What's new in Clause 7.1?... They've added some words into bullet b) ...the need to establish processes and documents, and to provide resources specific to the product... and one new word into bullet c)... measurement... From my perspective, these minor tweaks will have zero impact on most organizations.

Clause 7.1 Planning of Product Realization is focused, as the name implies, on how a company plans the processes needed to provide products and services to its Customers. What processes are they talking about?... just look at the remaining sections of Element 7.0... Order Fulfillment process, Product/Service Design process, Purchasing process, Producing/Operating processes, etc. The ISO requirements contained within Clause 7.1 are intended to demonstrate that an organization has planned out how it intends to supply products and provide services to the marketplace, now and in the future.

Your Customer wants you to plan in advance what products and services you intend on selling. This Clause doesn't stop Sales & Marketing from going to the market quickly... it simply is asking you to make sure you can back up any promises you make! Customers don't want to waste their time considering buying your product/service, if you can't actually deliver it. They want you to think it all through first so they don't get caught up trying to solve your problems after an order is placed.

Clause 7.1 impacts on the way you launch new processes, products and services, and the way you introduce new systems (& new locations too!) needed to support the products and services you supply. This should start with setting quality objectives (goals/targets) and finish by identifying ways to "measure success" of the launch. This is an area that many organizations need to improve since significant resources are wasted due to delays, repeating tasks more than once and having to backtrack at the last minute because certain critical steps early in the process were missed. A simple Planning Checklist goes a long way in solving this.

For existing products and services, companies can map out a high level flowchart of its main business processes, sometimes referred to as a "quality plan", which can be supported with additional quality plans for specific products, projects or contracts. In addition, don't forget that the Quality Management System itself represents a "plan" that you've established since it describes all of those tasks and activities needed to meet Customer requirements for existing products/services.

When introducing new processes, products and services,

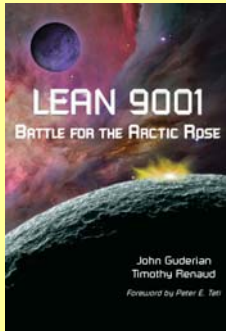
The intent here is for companies to "aim" first... then "fire"... by doing more planning. This might mean developing a template or checklist to follow when improving existing operational processes or when launching new products or services.

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 7.1?

A: Interview those employees responsible for launching new products, services and processes. Get answers to these questions:

1. Is there a plan on how existing products/services will be produced or supplied? Is there a flowchart of the main steps?
2. Is a plan in place for introducing: New products? New services? New contracts? New processes? New projects? New locations? New computer systems?
3. Any examples of these “new” activities in the past 12 months? If so, was a plan followed? Is a checklist used? How was implementation of all the critical steps managed?
4. How is the transition from “new” to “normal operations” managed?
5. How are new processes monitored and measured? How are any new records identified? What is the result/output of any planning activities?

(Make sure to obtain examples for each item listed above)

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).