



R&R Newsletter

Reducing Risk/Removing Waste

ISO Support Group

OCTOBER 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

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This Newsletter Issue covers the topic of:

ISO 9001:2008 Clause 7.5 Production and Service Provision

What's new in Clause 7.5?... First, they've done some minor word tweaking throughout without much impact. Second, they added some important words to 7.5.3 regarding product status "throughout product realization", which means you can no longer just focus on final product. Third, they've changed the words in note in 7.5.4 (Customer Property) adding "...and personal data", which opens up the scope of what applies.

Clause 7.5 as a whole is asking you to manage the "Operations" part of your business. Back in Clause 7.2 Customer-Related Processes you made a promise to provide products/services that would meet the Customer's requirements. Clause 7.5 now asks you to make good on your promises by managing each process that will fulfill each requirement. In other words, if you promised to sell a product/service that met certain specs, then you would have a corresponding "operating" process that would make it happen. If you promised delivery by a certain date then you would have a "delivery" process to do it. What good is a promise if you can't back it up... that's why Clause 7.5 exists. Clause 7.5 has five Sub-Clauses within it...

Sub-Clause 7.5.1 Control of Production and Service Provision

Sub-Clause 7.5.2 Validation of Processes for Prod'n & Serv. Prov.

Sub-Clause 7.5.3 Identification and Traceability

Sub-Clause 7.5.4 Customer Property

Sub-Clause 7.5.5 Preservation of Product

Sub-Clause 7.5.1 Control of Production and Service Provision

The focus here is to install the necessary control techniques for all of your production and service processes.

Sub-Clause 7.5.2 Validation of Processes for Prod'n & Serv. Prov.

If the output from these processes cannot be checked before it leaves your operations, then you need to validate them.

Sub-Clause 7.5.3 Identification and Traceability

Identify, show status and be able to trace incoming, in-process & final product and service.

Sub-Clause 7.5.4 Customer Property

If your Customer provides property, then it must be cared for and controlled, this includes both tangible and intangible items.

Sub-Clause 7.5.5 Preservation of Product

You must properly identify, handle, package, store and deliver your product/service, to preserve "quality" all the way to the Customer.

Clause 7.5 is being used by companies to install more formal controls on their "service" processes (which ISO 9001 requires), in order to obtain better "predictability" from them. If you're not sure what Services you supply... just ask your Customer and they'll tell you what services they expect! (Services can include: Delivery, warranty or servicing contracts, installation, technical data, technical/field support, training, instruction/maintenance manuals, traceability records, etc...)

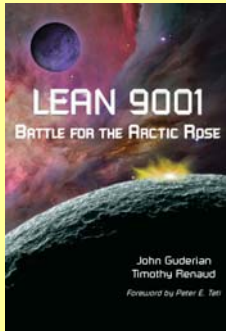
To view more of our Newsletters... you can visit our Newsletter page:

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 7.5?

A: An audit checklist should cover these areas:

For sub-Clause 7.5.1: How are controls applied to the processes to ensure that products & services are supplied to the Customer correctly?

For sub-Clause 7.5.2: Have any processes whose output cannot be checked? If so, how are these processes controlled?

For sub-Clause 7.5.3: How are items identified? How do you indicate whether products/services are good (or not) to use? Can traceability information (if asked) be found on what was delivered?

For sub-Clause 7.5.4: Does the Customer supply any product, property or information? If so, is it checked for suitability? Is Customer advised of any problems?

For sub-Clause 7.5.5: How is incoming, in-process and final product/service handled? Stored? How are products/services protected?

(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).