

ISO 9001:2008 DIAGNOSTIC TOOL

IMPLEMENTING QUALITY MANAGEMENT SYSTEMS



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Checklist of questions covering various aspects of setting-up, implementation and certification of a quality management system according to ISO 9001:2008, aimed at small and medium enterprises – helps to determine the status of an enterprise's quality system vis-à-vis the requirements of the ISO 9001 Standard; allows to identify areas for improvement for implementing an ISO 9001 quality management system, or certification to the Standard; includes a bibliography of information sources relevant to the implementation of ISO 9001:2008. (Updates the ITC tool "ISO 9001 Fitness Checker", published in 2002).

Descriptors: **Quality Management, Quality Systems, Standards, Certification.**

For further information on this technical paper, contact Ms. Ludovica Ghizzoni, Adviser on Export Quality Management, Enterprise Competitiveness, International Trade Centre, e-mail: ghizzoni@intracen.org

English

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ITC, Palais des Nations, 1211 Geneva 10, Switzerland (www.intracen.org)

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Foreword

Quality is a prerequisite for successful market access and for improving the competitiveness of exporters. As a small and medium-sized enterprise, you are aware of the importance of quality systems to ensure effective and efficient functioning of your enterprise. If you have asked yourself what exactly is involved and how ready your company is to implement an ISO 9001 Quality Management System, then this *ISO 9001:2008 Diagnostic Tool* will provide you with the answers.

The *ISO 9001:2008 Diagnostic Tool* helps you to determine the status of your enterprise's quality system vis-à-vis the requirements of the ISO 9001 Standard, and therefore helps you to identify the main areas for improvement on your path to implementing an ISO 9001 quality management system, or certification to ISO 9001, if you wish. The Tool gives you an overview of the processes involved for your enterprise by taking you through the requirements of the standard in a step-by-step manner.

The Tool consists of a series of questions grouped under four parts, each covering a particular aspect of your enterprise's journey to implementing ISO 9001. They do not all have to be completed in one go. If you wish to split your assessment into consecutive parts, you can continue from where you left off in the previous part. Each question is linked to the relevant clause of the ISO 9001:2008 standard and to an explanation that may be of use to you.

For each question, it is possible to generate a quantifiable assessment of the compliance of your business to ISO 9001 requirements by assigning a score. An aggregation would give an assessment report with a general score for each part of the questionnaire. A final aggregation would give a general score to the entire questionnaire and a qualitative assessment of the maturity level of your company towards implementing ISO 9001.

The Tool has been developed for businesses in developing countries and economies in transition using the self-assessment questionnaires, whereby the questions and explanations are written in a simple and user-friendly language for SMEs.

The *ISO 9001:2008 Diagnostic Tool* is an update of the ITC publication ISO 9001 Fitness Checker, developed under the Programme for Competitiveness Improvement of SMEs (ProCIP) and published in 2002. This current version takes account of the latest edition of the standard published in 2008 and serves as a diagnostic tool for SMEs to improve their international competitiveness in their endeavour to export.

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