

## Day-by-Day Consulting Support for ISO 9001:2008 Registration

---

Management Support Network provides on-site consulting and training support to help organizations earn ISO 9001:2008 registration.

### Suitable for Organizations:

- That have the resources to lead their organization to successful ISO 9001:2008 registration but require support on an “as needed” basis
- That wants some ideas from a consulting organization on how to streamline and fine-tune their quality management system, so it is done right the first time.

**Professional Fees:** \$900/day

### Work Plan:

The consultant will work with the ISO Team through the following process, as necessary:

- Identify existing documentation that can be used as the starting place for the ISO 9001:2008 quality system
- Identify areas in the business where there are consistent problems or frustration, and provide suggestions on how the ISO 9001 quality system can reduce these problems.
- Provide coaching support and some documentation samples to help the ISO Team develop an ISO 9001:2008 compliant Quality Manual.
- Provide coaching, training and auditing support to help the ISO team implement the quality system and to earn successful registration on the first attempt.

## Guaranteed Registration Consulting & Training Support for ISO 9001:2008

---

Our “front-to-finish” ISO 9001:2008 package is the same as the day-by-day package (above) but provides more training and document writing support.

### Our on-site ISO 9001 Package includes:

- Project planning and project management assistance to ensure projects are completed on-time and on-budget
- Preparing flowcharts, procedures and form templates that are in compliance to the Standard

### Our ISO 9001 Package includes (continued):

- Awareness training for all management and all employees
- Internal auditor training for the audit team
- Compliance audit and readiness training for employees.

### Professional Fee Estimate:

Typical consulting packages cost between \$6K - \$20K

## ISO 9001 Internal Audit Training : 2-Day Certificate Course

---

Management Support Network offers a 2-day ISO 9001:2008 Internal Auditor Training Program at your facility.

### Who Should Attend:

- Individuals managing and conducting internal audits

**Professional Fees:** \$1,900; Manual & Certificate: \$50 per person. Ideal for groups between 3-12 employees.

### Learning Objectives:

During this 2-Day Certificate Course (Option A – see below), participants will:

- Understand how each ISO 9001 requirement applies to your organization
- Create an Internal Audit Schedule based on the “Process Approach”
- Create an audit checklist based on your organizations procedures
- Conduct and practice an audit
- Summarize an audit in an audit report
- Raise corrective actions

This course can be conducted using one of the following two options:

**Option A – Traditional:** Using the traditional approach, about 1.5 days are spent in the classroom discussing the details of the standard, conducting classroom exercises and understanding the audit process. The other 0.5 days is spent conducting a practice audit at your facility.

**Option B – Hands-on Workshop:** Using the workshop approach, about 0.5 days are spent in the classroom discussing the audit process and reviewing the standard at a very high level. The majority of the time (about 1.5 days) is spent conducting audits at your facility.

## ISO 9001:2008 Awareness : 1-Day Certificate Course

---

### Who Should Attend:

- Individuals responsible for helping their organization earn ISO 9001:2008 registration
- Individuals who are responsible to manage in an ISO 9001:2008 environment

**Professional Fees:** \$950; Manual & Certificate: \$25 per person. Ideal for groups between 3-12 employees.

### Learning Objectives:

During this 1-Day Certificate Course, participants will understand:

- How each ISO 9001:2008 requirement applies to your organization
- Options for documenting your organizations processes in an ISO 9001:2008 compliant Quality Manual
- The evidence that will be required for ISO 9001:2008 registration

## ISO 9001:2008 Gap Analysis

---

Management Support Network offers “Gap Audits” to help organizations identify and close the gaps that are preventing their organization from earning ISO 9001:2008 registration.

### Part 1 – Document Review Gap Analysis

To get the most value out of our Gap Analysis, it is best if the client creates a “paper pile” of any existing policies, procedures, work instructions and forms before the start of the gap audit.

When the Senior Consultant arrives, the ISO 9001 Specialist:

- Reviews the document pile
- Assesses the gaps in the documentation by comparing against the ISO 9001:2008 Standard
- Records the findings in the Gap Audit Report

### Approximate Professional Fees:

2-4 days at \$850/day = \$1,700 - \$3,400

### Part 2 – On-Site Gap Analysis

During the document review, the ISO 9001 Specialist conducts an on-site assessment of the existing processes against the requirements of the ISO 9001:2008 Standard. A detailed report is written by the Specialist and includes the following information:

- The requirements of the ISO 9001:2008 Standard
- The findings for each requirement of the ISO 9001:2008 Standard
- Recommended action, **with sample forms**, to satisfy the requirements in the Standard.

During the audit, the ISO 9001 Specialist works with the appropriate ISO Implementation Team member from your organization to discuss the ISO 9001:2008 requirements and the various options to meet the requirements.

## Support to Maintain ISO 9001:2008 Registration

---

Management Support Network helps some organizations maintain their quality system. Some organizations want an extra pair of hands to ensure the system stays healthy, continually improves and changes with the organization.

Options for ongoing maintenance support include:

- General maintenance of the quality system
- Performing internal audits
- Performing analysis of data
- Facilitating and providing input at the management review meetings
- Providing continuous improvement training courses, from the six sigma, lean manufacturing and kaizen process improvement toolkit, based on the needs of the organization

### Benefits of our ongoing support:

- Regular visits ensure the quality management system is always in compliance with the Standard and to ensure there are no surprises during Registrar audits
- Provides more time for internal resources to focus on running the business
- Provides an experienced set of eyes to ensure the ISO system is practical, with the “right amount” of paperwork and support the goals of your organization.
- Provides your employees with the guidance, as necessary, to get over the hurdles

### Professional Fee Estimate:

Typical consulting packages start at \$2K/ year