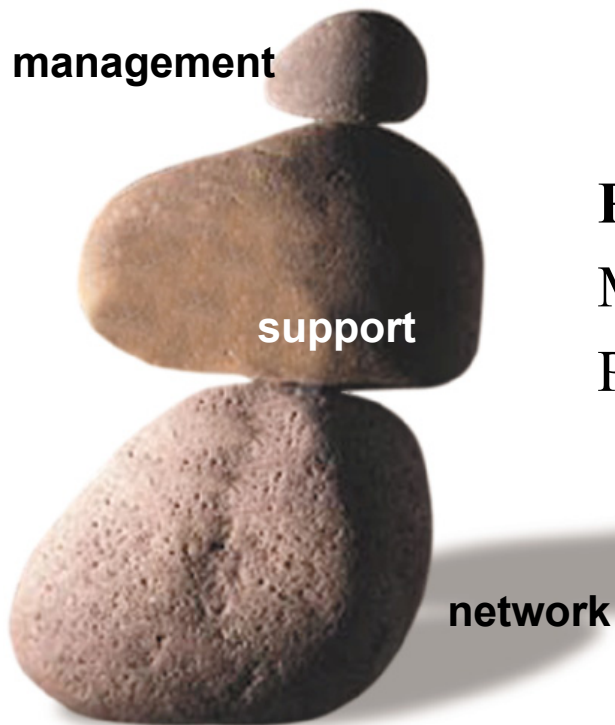


# Converting from QS-9000 to ISO 9001:2000



**Presented by:**

Management Support Network Inc.

Phone: 1-800-284-5756

# Management Support Network

## **Our Goal:**

- 1) To provide managers with practical solutions to manage quality, reduce costs and grow sales
- 2) To earn your business and to become a long-term business partner to support your future needs

## **Our Team & Our Experience:**

From our head office in Cambridge, Ontario we manage over 20 Specialists across Canada and the US, specializing in ISO 9000, ISO 14000, TS 16949, Continual Improvement (six sigma, lean manufacturing, kaizen), Health & Safety and SR&ED claims.

Our team includes a certified ISO/ TS-16949:2002 quality auditor who has completed over 400 third-party system assessments and has audited or consulted for organizations who supplied product direct to Ford, GM, Daimler-Chrysler, Toyota, Honda and Opel.

Over the last 24 months we have worked with Algoma Steel, Algonquin Automotive, Budd Automotive, Canadian General Tower (CGT), Egar Tool, Formnet, General Motors, Goodyear, Greening Donald, H&S Heat Treating, IGB Automotive, KYB, Leggett & Platt, Lincoln Moulded Products, Maple Manufacturing, Melling Tool, MPP, Niagara Piston, Northrop Grumman, Owens Corning, Progressive Moulded Products (PMP), Stratford Plastics, Schefenacker, Stackpole, Summo Steel, Textileather & Winston Steel

# Changes in the Automotive Industry

## 1) Automotive Quality System Requirements

All Tier 1 and most Tier 2 suppliers must upgrade to ISO/ TS 16949:2002. Some Tier 3 & 4 suppliers may transition to ISO 9001:2000 (based on customer requirements)

## 2) Quality System Harmonization

TS 16949 is the first international quality management system standard that has been accepted by the major European and North American auto manufacturers. TS 16949 generalizes QS-9000 and it brings in a few things from the German VDA document as well as Italy's and France's national requirements.

## 3) Quality System Family

<b>QS-9000 - 3rd Edition</b>
<b>ISO 9001:1994 ISO 9002:1994 (20 elements)</b>

<b>ISO/ TS 16949:2002</b>
<b>ISO 9001:2000 (5 major requirements)</b>

# Additional Requirements

- When upgrading from QS-9000 to ISO 9001:2000:
  - More focus on identifying and meeting customer requirements
  - More focus on identifying and managing business processes
  - Internal communication & internalizing of the objectives
  - Use of exclusions



## Not Required (Optional)

- When upgrading from QS-9000 to ISO 9001:2000, the following can be removed from the Manual:
  - Business Plan
  - Work Instructions for non-automotive jobs
  - Subcontractor Development & Monitoring 100% on-time delivery performance
  - Cleanliness of Premises & Contingency Plans
  - Predictive Maintenance
  - Final Product Audits/ Dock Audits
  - Internal & External Lab Requirements
  - Statistical Techniques
  - Minor reductions in the amount of control required



# Evaluating Upgrade Options

## **Upgrade Option #1: Shoe-horn into Existing Manual**

- Create a cross-reference table that maps the ISO 9001:2000 requirements to the section in the existing manual
- Add the new requirements into the existing quality manual
- Eliminate the portions of the existing manual that are no longer necessary
- Create and edit forms to provide evidence of the new requirements

## **Upgrade Option #2: Cut & Paste Existing Manual into a ISO 9001:2000 Table of Contents**

- Create a Table of Contents that matches the sections of the ISO 9001:2000 Standard
- Cut and paste the existing manual into the appropriate sections of the new table of contents
- Add the new requirements, eliminate unnecessary documents and create/ edit forms to provide evidence of the new requirements



# Evaluating Upgrade Options

## **Upgrade Option #3: Cut & Paste Existing Manual into a Table of Contents that matches the Actual Flow of the Organization**

- Create a Table of Contents that matches the flow of your organization
- Create a cross-reference table that maps the ISO 9001:2000 requirements to the “Common Sense” Table of Contents
- Cut and paste the existing manual into the appropriate sections of the new table of contents
- Add the new requirements, eliminate unnecessary documents and create/ edits forms to provide evidence of the new requirements

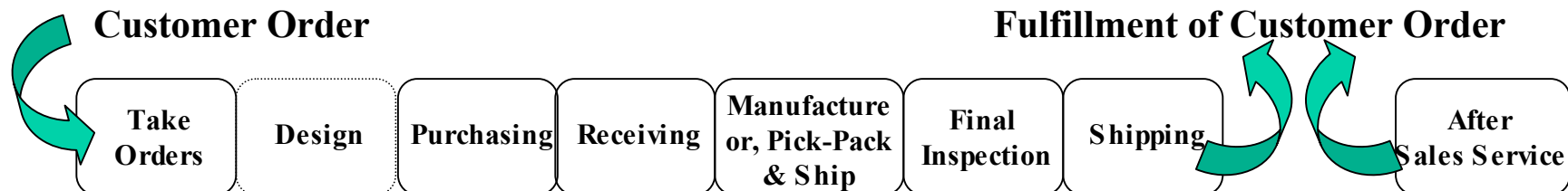
## **Other Issues to Consider:**

- Is the Quality Management System healthy? (ie. helps to achieve the goals of the organization with a minimal amount of paperwork)
- Is the organization considering becoming registered to ISO 14001?

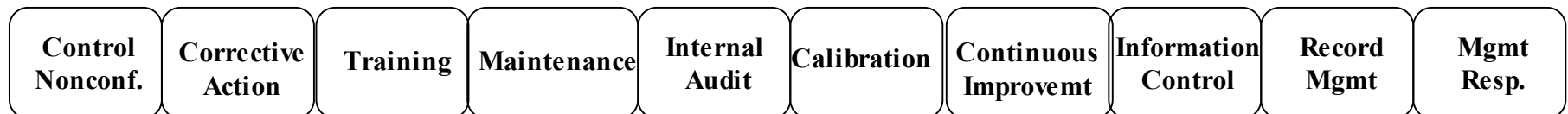
# ISO 9001:2000 Simplified

Management Support Network uses a practical interpretation of the ISO 9001:2000 Standard. We separate an organization into processes that impact the order fulfillment process and processes that support the order fulfillment process.

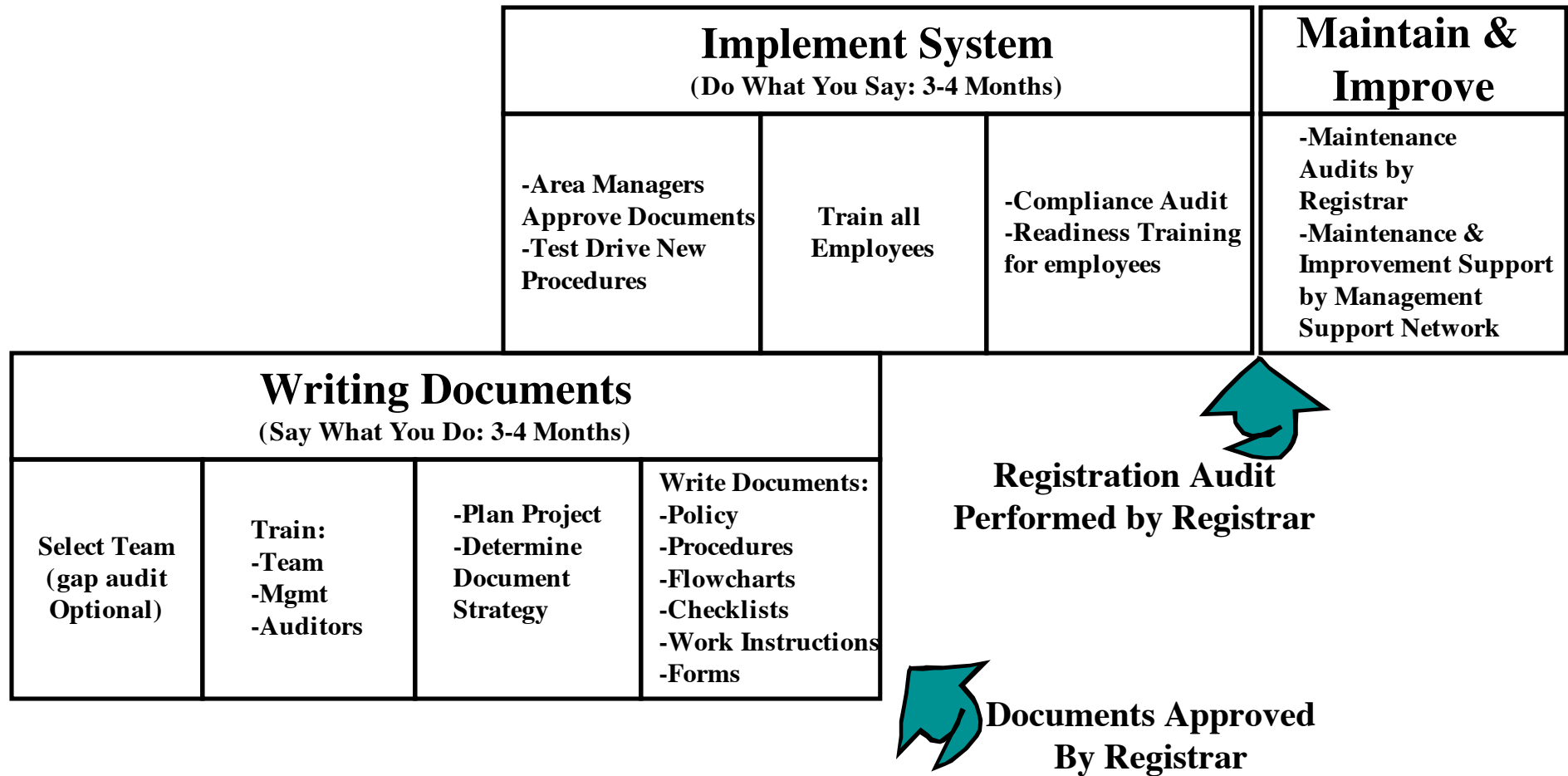
## Order Fulfillment Procedures



## Support Procedures



# Critical Path to Registration



# Why Management Support Network?

We have helped hundreds of organizations implement and maintain effective quality management systems and is a premier provider of ISO 9001 Consulting and Training Services because:

- Our consulting approach:** We do not tell you how to manage your organization. We show you the options and let you select the best option for your management style and for your organization.
- Guaranteed registration:** We have a successful consulting history of helping organizations write, implement and maintain practical quality management systems that support the goals of their organization. No extra expenses or surprises once the project starts.
- Proven methodology:** We provide project management assistance to ensure the project is delivered on-time and on-budget.
- Continual improvement expertise:** We use our six sigma, lean manufacturing and kaizen process improvement experience in our consulting methodology to show organizations how an ISO 9001:2000 Quality Management System can improve their organization in the future.
- Account managers:** Every client is assigned an Account Manager to ensure the client is fully satisfied.
- Monthly payment option:** We provide equal monthly payments over the life of the project.

