

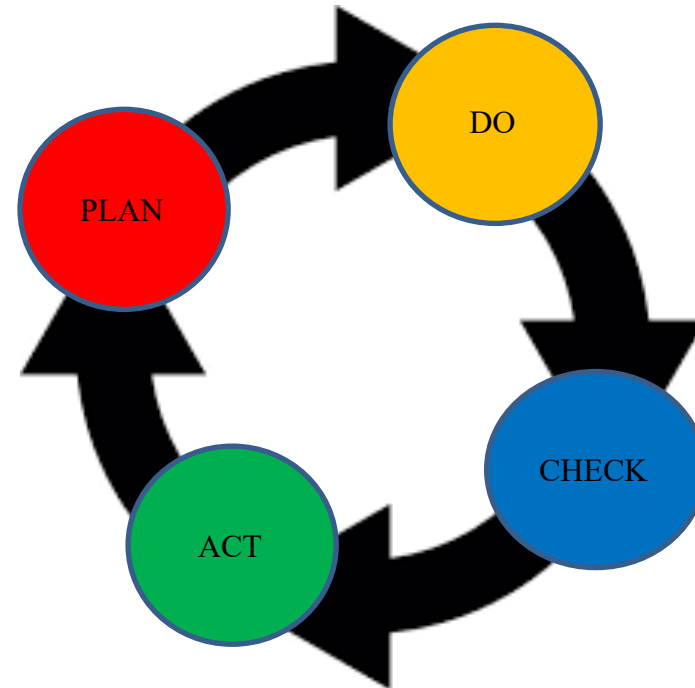
ISO IMPLEMENTATION GUIDE

Why?

The Plan, Do, Check, Act approach helps to integrate ISO Management Systems into your business, to mitigate all business risk.

Benefit?

- Improve Management Systems
- Increase efficiency and profit
- Reduce waste
- Reduce business risk
- Improves customer retention
- Improve market perception



Plan, Do, Check, Act

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Procedure

Plan

- Think about where you are now and where you need/want to be;
- State your aims and goals; State who will be responsible for what; How you will achieve your aims; How you will measure success. Write down a policy and how this will be delivered;
- Decide how to measure your performance;
- Consider your risk register and business continuity. Co-operate and co-ordinate with those who share your workplace (interested parties);
- Plan for changes such within your management system, e.g. infrastructure, staff and legal requirements .

Do

- **Identify the risk profile:** Assess the business risks, what will be done to manage the risk, decide what the priorities are and identify the biggest risks;
- **Organise activities to deliver the plan:** Involve interested parties and communicate, develop positive attitudes and behaviours, provide resources and advice;
- **Implement the plan:** Decide on control measures, provide and maintain equipment, train, instruct and supervise.

Check

- Measure your performance through inspections, monitoring, checks, and audits;
- Make sure that plans have been implemented and followed up;
- Assess how well the risks are being controlled and if you are achieving your aims;
- Investigate the causes of non-conformities.

Act

- Review your performance;
- Learn from non-conformances, including from other organisations;
- Revisit plans, policy documents and risk assessments to see if they need updating;
- Take action on lessons learned, including from audit and inspection reports.

RECORDS

- Training, Risk Assessments, Method Statements, Monitoring and Audits

0.0 Implementation: Plan, Do, Check, Act v1

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PLAN				DO	CHECK	ACT
Section 4 Context & Leadership	Section 5 Leadership	Section 6 Planning	Section 7 Support	Section 8 Operation	Section 9 Performance Evaluation	Section 10 Improvement
4.1 Understanding the organisation and its context	5.1 Leadership and commitment	6.1 Actions to address risk and	7.1 Resources	8.1 Operational planning and control	9.1 Monitoring, measurement analysis and evaluation.	10.1 General
4.2 Understanding the needs and expectations of interested parties.	5.2 Quality policy	6.2 Quality objectives and planning to achieve them.	7.2 Competence	8.2 Determination of requirements for products & services	9.2 Internal audits	10.2 Non-conformity and corrective action
4.3 Determine the scope of the management system.	5.3 Organisational roles and responsibilities and authorities	6.3 Planning	7.3 Awareness	8.3 Design and development of product and services	9.3 Management review	10.3 Continual improvement
4.4 Management system and its processes.			7.4 Communication	8.4 Control of externally provided products & services		
			7.5 Documented information	8.5 Production and service provision		
				8.6 Release of products and services		
				8.7 Control of non-conforming process outputs products & Services		