

# NUCLEUS CONSULTANTS



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## ISO 9001:2000

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Successful quality systems

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are less energy

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and more synergy



## PROCESS LED SYSTEMS FOR PROGRESS

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## ORIENTATED ORGANISATIONS

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Quality Management Systems

Every organisation, regardless of size and sector, strives to provide a quality culture that will permeate every level of their organisation. But establishing optimal working practices, which can enhance profit as well as customer satisfaction, doesn't happen by accident.

Today's most successful companies know the importance of having a proven quality management system in place. Building on the foundations laid down by its predecessors of 1987 and 1994, ISO 9001:2000 is simple and more flexible for organisations to adopt. Making the shift from procedure to process based activities, the new system enables you to link business objectives with business effectiveness more directly.

Based on the established principles of Plan, Do, Check, Act, ISO 9001:2000 focuses on the commitment of top management to build human motivation in order to meet business objectives. Under the new standard, it is recognised that business excellence cannot be delegated and that the most effective way of ensuring ongoing success is through synergy of people and processes.





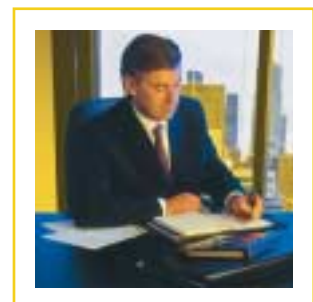
## FEATURES AND BENEFITS OF ISO 9001:2000

The following points are the key areas you would have to address when using the ISO 9001:2000 system. How close are you to already having a world class quality management system in place?

- 'Top Management' commitment** – Provides a strategic approach to the management systems of the organisation through policy and objective setting.
- Customer focus** – Ensures that the organisation understands, and meets, the requirements of the customer.
- Continuous improvement** – Constant assessment of systems and their effectiveness means that you can keep ahead of current market activities and your customer's requirements.
- Internal communications** – By placing emphasis on the involvement of all staff in the organisation's systems, there will be improved communications between internal departments.
- People management** – A process to ensure that all staff are competent in their role within the company. This will ensure that fewer problems arise and morale and motivation are improved.
- Process driven** – In the past, Quality Systems Standards have concentrated on documented procedures. Through mapping the processes needed to operate the organisation, a complete view of activities across the organisation can be developed.

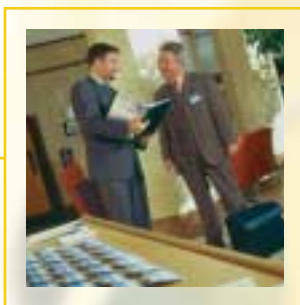
- Streamlining of documentation** – The standard only requires six procedures to be documented. Control of other systems can be left to your discretion.

If this exercise has highlighted areas that need more work, or you have any queries regarding the issues raised, please contact us on +91 (0)9382834534.



## M A N A G E M E N T   S Y S T E M S

HERE ARE TEN  
INVALUABLE TIPS  
FOR INTRODUCING  
A SUCCESSFUL  
ISO 9001:2000  
SYSTEM.



1. Top management commitment is vital if the system is to be introduced successfully.
2. Look at what system you have in place at the moment. ISO 9001:2000 will allow you to keep the principles that work for you while refining those that don't.
3. The senior management should determine the key processes of the organisation.
4. Ensure there are good internal communication channels and processes within the organisation. Staff need to be kept informed on what's going on.
5. Involve all your staff in the processes that your organisation uses.
6. Give some thought to departmental interaction. It's important that the people within your organisation don't work in isolation but work as a team for the benefit of the customers and the organisation.
7. As the new standard is now management orientated, the processes should be looked at as good management practice. If your organisation is well managed, then quality should be automatically achieved.
8. Don't ignore the impact that introducing these systems will have on your customers and suppliers. Speak to them to gain insight as to how they view your service and how they feel improvements could be made.
9. Clearly lay out a well communicated plan of activities and timescales. Make sure everybody understands them and their role in achieving them.
10. Make it fun. Competitions for the first completed process that can be seen working etc. will provide increased motivation. Celebrate success.

## ADDED VALUE THROUGH INTEGRATION

While the British and International Management System standards are autonomous, they are more compatible than ever before. Integrating your systems gives limitless potential while adding value and efficiency to your organisation.

Integrated management systems are fast becoming a prerequisite to trade globally, secure partnerships and maintain customer loyalty. They are designed to help your organisation work as a complete unit with a common objective, while promoting development in a balanced and holistic way.

Our Integrated Assessment Service (IAS) is designed to help organisations reach consulting to a number of management system standards cost-effectively with minimal disruption to work activity. So, should you want to demonstrate your commitment to the environment (ISO 14001), health & safety (OHSAS 18001) or information security (ISO 17799) alongside quality (ISO 9001:2000) to create a total management solution, we can help you do it seamlessly with little or no disruption.

Our service is backed by a pool of specialists with unrivalled knowledge and expertise.



## NUCLEUS- PROVIDING SOLUTIONS, PRODUCING RESULTS

When you choose NUCLEUS as your business partner, you are also choosing our reputation for excellence. As the experienced innovative and quality management systems consultants in this field, we have consulting customers in 20 fields supported by NUCLEUS and are regarded as the best service provider of the highest quality and integrity.

In addition to management systems consultations, we offer a range of associated services that provide real added value, including: the development of schemes, systems pre audit, internal audit, training courses and seminars.

### HERE ARE SOME MORE REASONS TO USE NUCLEUS:

- Our consultants have a lot of cumulative experience in the design and implementations of MSs in various industries;
- Our associates worked for or with numerous registrars and are familiar with general requirements and expectations of registrars of different calibers; Our documentation was developed based on the audits and analysis of MSs of dozens of companies in various industries
- Entry into our business partners' database used by the most discerning buyers.
- We will be glad to provide you with business references to witness our expertise, professionalism in development of MS.

## THE CONSULTATION PROCESS

There are 8 steps to achieving registration to ISO 9001

Step 1  
INITIAL  
ENQUIRY

Our professionals will do everything they can to help you.

Step 2  
PROPOSAL  
PROVIDED

NUCLEUS forward a proposal for the delivery of service and consulting to ISO 9001:2000.

Step 3  
PRE ASSESMENT

Conduct GAP analysis, establish and define policy with top management

Step 4  
MANAGEMENT  
PLANNING

Assign process owners, Identify the documents needed for the management system, develop the level - I, II, III & IV documents. Managemnt planning , resource requirement , human resources are covered.

Step 5  
IMPLEMENTATION &  
TRAINING

Implement the defined management system and train the people for QMS awareness and internal audit

Step 5a  
INTERNAL AUDIT  
TRAINING

An audit of the implemented management system can be conducted to establish the organisations readiness for initial assessment, and train all peoples.

Step 6  
CHECKING, REVIEW &  
CORRECTIVE ACTION

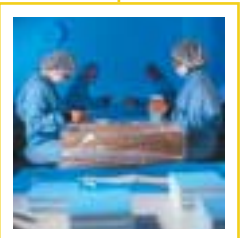
The formal audit by our nucleus consultant is entirely objective, checking that you do what you say you do and that your system meets the standards requirements. Including orgainsation's Internal Audit with corrective action and management review

Step 7  
REGISTRATION

On successful completion, choose a registration body & gain registration

Step 8  
CONTINUAL  
SERVICE

Your registration &QMS is maintained via a programme of continuing service visits and consulting by strategic review.(Optional)





## QUALITY MANAGEMENT SYSTEMS

### NEXT STEPS

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NUCLEUS's products and services will offer you

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comprehensive support on your route to

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ISO 9001:2000 registration.

- Quality Management Systems is a way of bringing together a comprehensive and highly accessible set of documentation relating to ISO 9001:2000. Topics covered include background, rationale and uses of the standard.
- NUCLEUS CONSULTANTS can provide training on various topics including the current system and other management systems which covers the basic requirements of the standard. Whilst, for more detailed insight, our training looks at how organisations can devise cost effective systems which comply with the requirements of quality legislation.



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M a n a g e m e n t

S y s t e m s

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