**ISO 9001 - 2015**

ISO 9001 (2015) provides the requirements for a Business Management System (BMS), which is the Compass strategic framework for our organisation to control its processes in order to achieve objectives including customer satisfaction, regulatory compliance and continual improvement. Organisations that implement the standard can choose to have their BMS independently certified as conforming to the requirements of ISO 9001 (2015), as means of increasing the confidence of their business partners, customers and regulators in their products and services.

ISO 9001:2015 is the fifth edition of the standard which was first published in 1987. The third edition, published in 2000, represented a thorough revision, including new requirements and a sharpened customer focus, reflecting developments in quality management and experience gained since the publication of the initial version.

The 2015 standards update has enhanced key areas of strategic commitment, risk identification and mitigation, customer focus, and consultation and a harmonisation of the three-core standards ISO 9001/14001 (2015) and the new ISO 45001 which will replace OHSAS 18001 in 2018.

The general principle of ISO 9001.

There are a number of management principles that underpin the standard. These are all recognised principles of good management and ISO 9001 brings them together to form the model for a robust and effective management system. The principles are:

* Customer and colleague focus including communication with stakeholders
* Leadership and senior management commitment
* Involvement of people
* Process approach system approach to management
* Continual improvement
* Risk identification and management
* Mutually beneficial supplier relationships

In summary, this means that the standard requires that your management systems cover the following issues:

1. **Management responsibilities**

The roles and responsibilities of management and staff need to be clearly defined and understood. This includes an understanding of the structure of the organisation and how the groups within it interrelate. This enables adequate planning, objective setting and effective management of the organisation.

1. **Resource management**

Adequate resources (including human resources) need to be made available and managed to ensure the implementation of a quality management system.

1. **Production realisation**

These are the controls employed to ensure that any product or service delivered to the customers meets their requirements. These include the traditional controls for manufacturing and the definition of customer requirements for services. This will usually form the largest part of a management system and will identify how the organisation controls its business from identifying customer requirements, planning and execution of the tasks that deliver the product or service to the customer.

These controls will contain a definition of the checks and balances that are in place to ensure that each stage of the process achieves what is required to deliver satisfaction to the customer.

1. **Measurement, analysis and improvement**

For the effectiveness of any management system to be monitored it is necessary to measure its performance. The need to continually improve is now integral to ISO 9001 (2015).