

**Project status update:**  
**ISO 9001:2015 Quality Management System**

Dear All,

As you are all aware, CBS has started on the journey to ISO 9001:2015 Quality Management System (QMS) certification, supported by CSA Consultants. There are four phases as given by the consultants, viz.:

Phase 1: Management Responsibilities

Phase 2: Implementation and Documentation Development

Phase 3: Embedment

Phase 4: Assessment and Registration

Phase 1 consisted of: Gap Analysis, Action Plan, Management Commitment, Identifying Senior Management Team and Employee Awareness Orientation. We are pleased to inform you that we have successfully completed Phase 1.

Phase 2 consists of:

- Map Current Processes,
- Generate Templates For Controlled Documents,
- Record Keeping,
- Management Objectives,
- Determine Authorities And Responsibilities,
- Document Control,
- Internal Audit Training,
- Commence Internal Audits,
- Identify Risks And Opportunities and
- Setting Quality Policy and Objectives.

We have started off phase 2 and this will continue till end of November. It is to be noted that it will overlap with the activities of Phase 3, the details of which will be given later. The consultants will be interviewing key staff at appropriate stages to understand the department activities/processes.

I am pleased to say that the consultants have informed that we are 2 weeks ahead of the scheduled time due to the level of documentation we have. We look forward to this support and cooperation always.

Stay tuned for further updates in upcoming issues.

Thank you!