

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.

ISO 9001 is the most important quality management system in use today. A company that holds ISO 9001 is telling its customers and the world that it has a top quality management system and is totally committed to quality products and services.

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

We are currently in Phase 2 and Phase 3 which is implementation, should as per schedule start on first November. But unfortunately, now we are lagging in the submission of documents to the consultants.

We have provided them the following

- Stakeholder analysis tables for all departments
- first draft of our existing departmental procedures for review
- 3 flowcharts of Finance department
- 2 flowcharts of Front Desk dept.

The consultants has interviewed key staff at appropriate stages to understand the department activities/processes. They have provided us with first draft of

- CBS process flow chart
- 2 Flowcharts for Finance dept.
- Sample work instructions
- Quality Manual
- Procedure for Quality Management Review Meeting
- Procedure for Quality Internal Audit

Documents remaining which needs to be submitted to them by end of this month

- Job Descriptions for all designations
- Competency Matrix
- Training Matrix

It has to be noted that we need to provide required information/documentation to the consultants for them to work and streamline our documents as per ISO requirements. A delay in our part will result in the project being delayed. I request all of you to cooperate to submit the documents on time.

Thank you!