

## Table of Contents

<b>1 Introduction .....</b>	<b>4</b>
<b>2 Overview .....</b>	<b>6</b>
<b>3 Familiarization .....</b>	<b>8</b>
Step 1: Get an understanding of ISO 9001:2015 .....	8
Step 2: Consider the implications of ISO 9001:2015 on your company.....	9
Step 3: Familiarize yourself with the implementation project.....	10
<b>4 Project Planning.....</b>	<b>11</b>
Step 1: Appoint the ISO 9001 Management Representative .....	11
Step 2: Decide on the scope of ISO 9001:2015.....	12
Step 3: Select a registrar .....	13
Step 4: Plan the ISO 9001:2015 implementation .....	14
<b>5 Training .....</b>	<b>15</b>
Training of Top Management.....	17
Training of Employees .....	18
<b>6 Documentation .....</b>	<b>19</b>
Which Documents are Required? .....	19
Documentation Development .....	21
Forms .....	23
<b>7 Implementation &amp; Training.....</b>	<b>31</b>
Learning .....	31
Work Instructions .....	33
Writing Work Instructions.....	35
Employee Involvement.....	37
<b>8 Internal Audits .....</b>	<b>38</b>
The Auditor.....	38
Auditor Training.....	39
Audit Program .....	40
Audits as Training Tool .....	41
Minimum Requirement.....	42

<b>9 Certification .....</b>	<b>43</b>
Documentation Review .....	43
Pre-Assessment by your Registrar .....	44
Requirements for the Certification Audit.....	45
Preparing for the Certification Audit .....	46
Certification Audit .....	47
The Certificate.....	49
<b>10 Marketing .....</b>	<b>50</b>
Targeted Marketing.....	50
Reaching the Marketing Target.....	52
Marketing Strategy.....	55
<b>11 Maintaining ISO 9001:2015 Certification .....</b>	<b>56</b>
Surveillance Audits.....	56
Continual Improvement.....	57
<b>12 Executive Overview of ISO 9001:2015 .....</b>	<b>58</b>
<b>13 ISO 9001:2015 Facts.....</b>	<b>65</b>
<b>14 Employee Introduction to ISO 9001:2015.....</b>	<b>67</b>
<b>15 Benefits of ISO 9001:2015.....</b>	<b>68</b>
<b>16 Management Involvement.....</b>	<b>70</b>