ISO 9001: 2000

5.1 MANAGEMENT COMMITMENT

GUIDANCE DOCUMENTS

ISO 9001: 2000

HB 10181: 2001

Quality Management – Enhancing Customer Satisfaction and Continual Improvement
INTENT

Top Management should be demonstrable & visible in:

- Focusing on the Importance of Customers
- Setting and communicating the direction of Any Organisation
- Initiating actions & making resources available
- Ongoing involvement with the QMS Improvements
INPUTS

- Information relating to Stakeholders
- Communication Mechanisms/Processes
- Business Strategy
- Quality Policy Statement
- Quality Objectives ➔ Business Plan
- Securing Sufficient Resources
- Department Meetings/ Management Review Agendas
- Achieving Improvement Opportunities
OUTPUTS

- A Culture that promotes the importance of customer requirements through the QMS
- The documented Quality Policy Statement
- The Business Plan
- Visible and effective Management Reviews, Quality Initiatives and Improvement
- Active encouragement & support for the QMS & QMR
ACTIVITIES

- Communicating the Quality Policy Statement
- Participating in reviews of resources
- Championing and funding quality initiatives for improvement
- Direct involvement in Management Review
- Regular attendance at Department Meetings
- Initiation of, involvement in, & delivery of communications concerning quality
- Any other activity demonstrating leadership regarding the QMS
CONCLUSION

- Top Management should be more visible & lead from the front

- Importance of securing resources & continual improvement

- Support & encouragement for the QMS

- Understanding of ISO 9001 as an integrated support for Any Organisation

- You will be personally questioned at Assessor Surveillance Visits