

ISO 9001 Highlights

Coping with COVID-19

Did you know?

Remote Audits can still be conducted with your company? Contact us to find out how your ISO Management System can remain on track.

SUSAN GORVEATTE has worked for over twenty years in Quality Management and has facilitated quality programs and trained companies throughout Canada and the United States.

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Your ISO 9001 Program and the New Reality

Things are changing. Fast.

What does this mean for your ISO 9001 program? If you have questions about the sustainability of your ISO 9001 program, **Gorveatte Consulting Inc. is here to help.**

This new reality is a solid test of your quality management system. Its effectiveness could be being stretched beyond the intended limits. How your company manages through the challenges presented by this new reality can highlight strengths, weaknesses, opportunities, and threats to your quality management system. There are several things you can do as an organization to ensure your quality management system is maintained and stable (as much as possible) though these next few weeks and months ahead. Which path you select is based on your current business position.

If you are on a very tight time budget or find yourself overwhelmed with work now, put yourself in maintenance mode with your management system.

- Outsource or defer your audits and CAR closures
- Update your Audit Schedule to ensure to reflect the current situation
- Contact your registrar and/or quality management consultant if your audit is planned within the next four months for instructions on how to proceed

If you have been able to retain employees and would like them to fill some gaps within their regular schedule, you can use this downtime to tackle some tasks that can often be overlooked during busier times within your organization, for instance:

- Review your outstanding Corrective Actions
- Conduct records-based audits (to maintain social distancing, etc.)
- Review your document and records control – ensure files are maintained and retained appropriately, watch revision numbers, issue dates, etc.
- Review your delegation of authority levels
- Update your organization chart and job descriptions
- Revisit your SWOT analysis – you may see some changes are needed
- Review your Preventive Maintenance program and equipment certifications (cranes, etc.)
- Train additional auditors for your internal audit team (yes, this is possible)
- Pursue free webinars to encourage professional development and keep records of the training
- Collect data for your KPIs and Quality Objectives as needed
- Begin to build the necessary information for your next Management Review Meeting, (why not schedule a remote or virtual meeting?)

Need help? Gorveatte Consulting Inc. can assist you, just call or email! Be Safe!