

ISO 9001 Highlights

The Normal of COVID-19

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SUSAN GORVEATTE, has worked for over twenty years in Quality Management throughout Canada and the United States.

ISO 9001 and Your “New Normal”

You want to know “What does the new normal mean to my business?”

Well, there are a few good articles I have read recently that may be helpful. I have included the links here:

Focus on Quality for Humanity to Recover from this Crisis

https://static.smallworldlabs.com/communityasq/user_content/files/000/008/8205/115202d47172261a8e20ffee783fb7cd-focus-on-quality-for-humanity-to-recover-from-this-crisis---april-2020.pdf

6 Predictions for How This Crisis Will Impact Small Businesses Long-Term

<https://www.entrepreneur.com/article/350549>

Additionally, did you know that the ISO Organization has made some standards available for free? Check out:

<https://www.iso.org/covid19>

Where do you start?

First off, as your business begins to “re-open” and increases interfacing more with your employees and customers, it’s important for your customers to feel safe. Employers must assess the workplace to determine what they need to do to protect the health and safety of their workers. The employer is required to take every reasonable precaution in the circumstance to protect the health and safety of workers. It’s important to do a risk assessment regarding the working environment to prevent the spread of COVID-19.

Some tips to prepare include:

- Make sure you have enough Personal Protective Equipment and learn how to wear them correctly – remember, masks need 3 points of contact - covering the nose, mouth and chin
- Perform a Risk Assessment and a Business Impact Analysis
- Train your employees to ensure conformity to your new protocols

Additional information on “Assessing Your Readiness To A Safe To Return To Work Post COVID-19” can be found here:

<https://saiglobal.outgrow.us/AMER-return-to-work-readiness-scan>

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