

# ISO 9001 Highlights

Summer 2015

## Things Gone RIGHT!

*Want to learn  
more about  
ISO 9001:2015?*

**How GCI can help:**

All of our  
ISO 9001:2008  
Internal Auditing  
Courses offered in  
the Summer and Fall  
will include a free  
sneak peak into the  
ISO 9001:2015  
Standard.

Dates are available  
now, call for the  
course schedule.  
Courses are offered  
2 days on or off site  
from 9.00am-430pm

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

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### It's not bad grammar, it's good sense...

You may have heard GCI recommending the use of a Things Gone Wrong form to capture non-conformances, on the spot, by anyone in the organization, easy-peasy. But have you heard of capturing Things Gone RIGHT?

Just like the fires you put out all the time, you also have good things happening all the time.

Have you had a process run very smoothly, a project finish up on time, a coworkers say how helpful you are, or a customer indicate that they are pleased with your service? Chances are you hear these things all the time...and maybe they even make you smile...then you carry on with your day and forget them...but when someone asks you to give your feedback on how things are going in your department, or with your customers or with your project...do you remember those specific events that made you smile?

Hmmm.... how can we resolve this? How can we remember what happened and when? WAIT!! What if you had a Things Gone Right Log where you could jot down the instance, note when it happened and who or what was involved? Voila...feedback is ready to share.

### BUT...Why would I do this?

**We can't remember everything!** Create an accurate record as it happens.

**Time saver!** Save yourself from having to go through piles of project files or old emails.

**We need to collect data!** It's good to analyze how we are doing.

**Feel Good!** Re-live the positive moments as you review the log.

### HAVE YOU TAKEN ANY TRAINING LATELY?

Did you know that the ISO 9001 Standard requires the maintenance of records related to education, training ,skills and experience?

When you take job-related training, remember to provide a copy of the certificate or course completion form to your Manager for filing. This will help determine future training needs and ensure records of competency are up to date and accurate.