



**QCS MANAGEMENT PVT LTD.**

**Management systems Certifications accredited by ASCB(E)UK.**

Clause No	Key elements of ISO 9001 : 2015 standard	Sub clauses/Guidance
1	Scope	The overriding aim or 'Scope' of ISO 9001:2015 is to specify the requirements for a QMS that can be used by organisations that want to: <ul style="list-style-type: none"> <li>• Demonstrate their ability to consistently provide products or services that meet customer and applicable statutory and regulatory requirements</li> <li>• Enhance customer satisfaction through the application of such a system, including processes for improvement and the assurance of conformity to those customer and applicable statutory and regulatory requirements.</li> </ul>
2	Normative references	ISO 9000 2015, Quality Management System - Fundamental and vocabulary is referenced and provides valuable guidance.
3	Terms & definitions	All the terms and definitions are contained in ISO 9000:2015 – Quality Management – Fundamentals and vocabulary.
4	<b>PLAN</b>	<ol style="list-style-type: none"> <li>1. Understanding the organisation &amp; its context</li> <li>2. Understanding the needs &amp; expectations of interested parties</li> <li>3. Determining the scope of the QMS</li> <li>4. The QMS</li> <li>5. Process approach</li> </ol>
	Context of the organization	
5	Leadership	<ol style="list-style-type: none"> <li>1. Leadership &amp; commitment</li> <li>2. Quality policy</li> <li>3. Organisational roles, responsibilities &amp; authorities</li> </ol>
6	Planning	<ol style="list-style-type: none"> <li>1. Actions to address risks &amp; opportunities</li> <li>2. Quality objectives &amp; planning to achieve them</li> <li>3. Planning of changes</li> </ol>
	<b>DO</b>	
7	Support	<ol style="list-style-type: none"> <li>1. Resources</li> <li>2. Competence</li> <li>3. Awareness</li> <li>4. Communication</li> <li>5. Documented information</li> </ol>
8	Operations	<ol style="list-style-type: none"> <li>1. Operational planning &amp; control</li> <li>2. Determination of market needs &amp; interactions with customers</li> <li>3. Design &amp; Development of goods &amp; services</li> <li>4. Control of external provision of goods &amp; services</li> <li>5. Production of goods &amp; services</li> <li>6. Release of goods &amp; services</li> <li>7. Nonconforming goods &amp; services</li> </ol>
9	<b>CHECK</b>	<ol style="list-style-type: none"> <li>1. Monitoring, measurement analysis &amp; evaluation</li> <li>2. Internal Audit</li> <li>3. Management Review</li> </ol>
	Performance evaluation	
10	<b>ACT</b>	<ol style="list-style-type: none"> <li>1. Nonconformity &amp; corrective action</li> <li>2. Improvement</li> </ol>
	Improvement	

Registered office : 37E/1(310)2nd Street, Modern Park,  
 Santoshpur, Kolkata-700075.India.  
 Mobile:+91 86977-24963,+918902447427,  
 Skype: qcspartha, Website:www.qcspl.com,  
 Email :qcsert56@yahoo.com