QCS MANAGEMENT PVT LTD.
Management systems certifications accredited by ASCB(E) UK

PROCESS APROACH IN ISO 9001 : 2015 as per PDCA Cycle	ACTION POINTS
PLAN	
1. **Define the context of the organization**	2. Identify your external/internal interested parties 3. understand their needs & requirements 4. Monitor or communicate frequently with these interested parties to ensure their needs & expectations are being met
5. **Define the scope, objectives and policies of the organization**	The organization shall determine its core market, legal and regulatory requirements, make QMS policy and objectives to achieve them
6. **Determine the processes in the organization**	Identify primary processes to achieve objectives such as Management, Resources, Operations, Measurement, Analysis and improvement
7. **Determine the sequence of the processes**	Define and describe the network of processes and their interaction from input to outputs.
8. **Define people or remits who take process ownership and accountability**	Define organizational structure, roles, responsibilities & accountabilities.
9. **Define the need for documented information** Note: for more ref *Guidance on the Documented Information Requirements of ISO 9001: 2015*	organization should determine which processes need to be documented on the basis of risk-based thinking, including, for example; The complexity & criticality of its processes and their interactions. No need to have a formal catalog.
10. **Define the interfaces, risks and activities within the process**	Determine the activities needed to achieve the intended outputs of the process and risks of unintended outputs.
11. **Define the monitoring and measurement requirements**	Identify the validation necessary to assure effectiveness and efficiency of the processes such as- customer satisfaction, performance review, supplier evaluation, rejections, timely delivery, process cost, incident frequency, status of internal/external audit non conformities
DO	
12. **Implement**	Implement actions necessary to achieve planned activities and results as per defined processes
13. **Define the resources needed**	e.g. Human resources, Infrastructure, Environment, Information, Natural resources, knowledge, Materials, Financial resources.
CHECK	
14. **Verify the process against its planned objectives**	Processes are needed to gather data. Examples include measurement, monitoring, reviews, audits and performance analysis.
ACT	
15. **Improvement**	Corrective action as a result of process failure should include the identification and elimination of the root causes of the problems.

[REF SOURCE : ISO]