

E4-E5 (Management)

ISO 9001:2008

Requirements of ISO 9001:2008

- 1. Scope
- 2. Normative references
- 3. Terms and Definitions
- 4. Quality Management system
- 5. Management Responsibility
- 6. Resource Management
- 7. Product Realization
- 8. Measurement, Analysis and Improvement

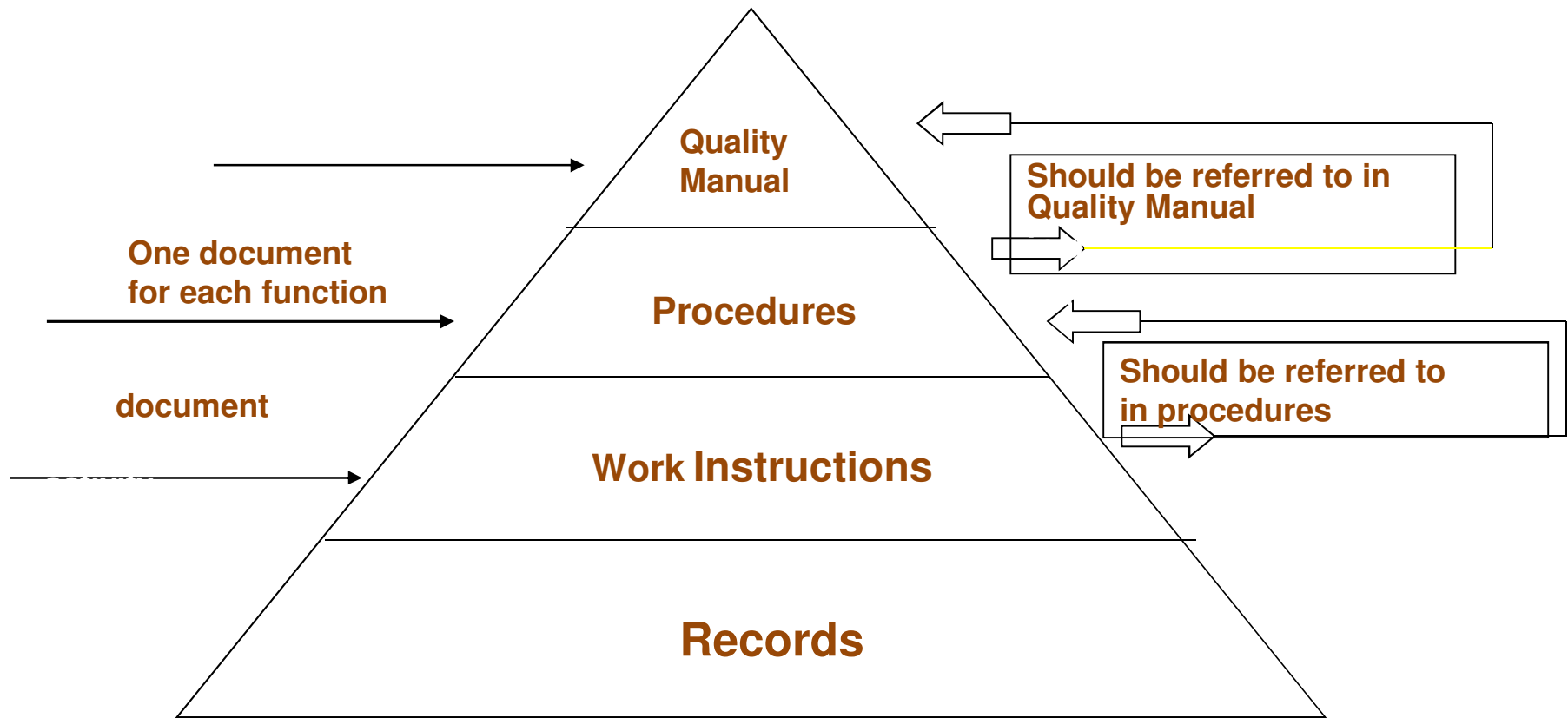
Scope of ISO 9001:2008

- To demonstrate the organization's ability to provide consistently product or service that meets customer and applicable regulatory requirements
- To address customer satisfaction through the effective application of the system, including processes for continual improvement and prevention of non-conformity

4. Quality Management System

- General Requirements
- Documentation Requirements
 1. General
 2. Quality Manual
 3. Control Quality System Documents
 4. Control Quality System Records

Quality Document Pyramid



Quality System Procedures

- Documented procedures covering all key activities.
 - Consistency with the requirement of the standard and quality policy.
 - Keep it simple, readable and understandable for use.
 - Use existing activities and processes as a base for the development of new procedures.
 - Procedures may make reference to work (operating) instructions that define how an activity is performed.
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5. Management Responsibility

1. Management Commitment
2. Customer Focus
3. Quality Policy
4. Planning
 - 4.1 Quality objectives
 - 4.2 Quality Management System

5 Management Responsibility...contd



5.5 Responsibility, Authority and Communication

5.5.1 Responsibility and authority

5.5.2 Management representative

5.5.3 Internal communication

5.6 Management Review

5.6.1 General

5.6.2 Review input

5.6.3 Review output

6. Resource Management

6.1 Provision of resources

6.2 Human resources

6.2.1 General

6.2.2 Competency, awareness and training

6.3 Infrastructure

6.4 Work environment

7. Product realization

- 7.1 Planning of product realization
 - 7.2 Customer related processes
 - 7.2.1 Determination of customer requirements related to product
 - 7.2.2 Review of requirements related to the product
 - 7.2.3 customer communication
 - 7.3 Design and development
 - 7.4 Purchasing
 - 7.4.1 Purchasing process
 - 7.4.2 Purchasing information
 - 7.4.3 Verification of purchased
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Production and service provision

1. Control of production and service provision
2. Validation of processes for production and service provision

Product realization...contd.

- 1 Identification and traceability
- 2 Customer property
- 3 Preservation of product
- 4 Control of monitoring and measuring devices

8. Measurement, analysis and improvement



8.1 General

8.2 Monitoring and measurement

8.2.1 Customer satisfaction

8.2.2 Internal audit

8.2.3 Monitoring and measurement of processes

8.2.4 Monitoring and measurement of products

8.3 Control of nonconforming products

8.4 Analysis of data

8.5 Improvement

8.5.1 Continual improvement

8.5.2 Corrective action

8.5.3 Preventive action

Route to Certification

- Organisation establish a documented quality system
 - organisation submits application for registration
 - Evaluation of documentation by Certifying agency
 - Preliminary visit for adequacy
 - Quotation for assessment
 - Assessment process
 - Corrective action
 - Certification
 - Surveillance
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ISO 9001 in BSNL



ALTTC was the first unit to obtain ISO 9001 certification in 2001.

Since then many other training centers, Maintenance regions & project circles, Civil and electrical wings, Telecom Factories have obtained this certificate.

In 2007, BSNL corporate office directed Circles to obtain ISO 9001 certification for all SSAs. Apart from SSAs, circles have also been asked to obtain this certification for customer related sections such as Enterprise Business, CS, Commercial, PG cell etc.

ISO 9001 in BSNL



Similarly at BSNL Corporate office, initially CS, EB, PG, Commercial and T&C sections have to get ISO 9001 certification.

Various training centers of BSNL are imparting training to BSNL executives for helping field units in obtaining ISO certification.

Many Circles and SSAs are in the advanced stage of certification.

