

SECTION 5: LEADERSHIP

QMS
Quality
Management
System

Previous editions of ISO 9001 referred to Management. ISO 9001:2015 talks about Leadership. Leadership in this context means 1 _____ involvement with the QMS, 2 _____ its objectives with overall business strategy and promoting the adoption of risk-based thinking, the process approach and 3 _____-based 4 _____-making.

Demonstrating leadership

Leadership is a term open to 1 _____. Leadership in terms of your quality management system refers to promoting the system, the process approach and risk-based thinking. Ensuring quality objectives are compatible with the strategic direction of the organisation. Providing the right 2 _____ to achieve these objectives. Communicating the importance of the QMS and engaging and supporting people within the organisation to contribute 3 _____ to the QMS.

ISO 9001:2015 also refers to leadership at all 4 _____ within an organisation. This means allowing experts within your organisation to develop and demonstrate their own leadership abilities.

The primary focus of ISO 9001 is customer 5 _____. As such, top management are also expected to demonstrate leadership and commitment to customer focus. Carrying out the assessment of context described above helps to ensure all relevant customer and legal 6 _____ are considered and maintained.

Setting policy

A 1 _____ action in terms of leadership is to set a quality policy which supports the achievement of your objectives. This might include how you select suppliers or partners, how you recruit and train your 2 _____, how you monitor and measure process 3 _____ and how you ensure all applicable requirements are satisfied. Your quality policy will also include a commitment to the continual improvement of your quality management system.

Roles and responsibilities

ISO 9001:2015 doesn't specify a requirement for a nominated quality representative. The expectation is that quality activities will form part of the 1 _____ activities for most people within the organisation. It may help to review your existing job descriptions to ensure these activities are included along with details of where the 2 _____ has responsibility and /or authority relating to the QMS. Of course, it makes sense to nominate someone, or a small team of people, to be the main point of contact for the QMS. It certainly makes life easier for an external auditor to have a clear point of contact. However, this is by no 3 _____ an opportunity for the commitment to be diluted. The point of contact must have 4 _____ authority to manage the system and make continual improvements as determined by the top management.