

Implementation Rules

1. Include all procedures that are critical to the needs of your operation, which usually means adding procedures and processes not covered by the requirements in the ISO 9001 standard.
 - The result is a more effective system.
2. Include all procedures that eliminate confusion or create accountability.
 - A lean system may be easier to implement and manage but accountability is more important.
3. Use the “process approach,” which means defining the input and output of your processes and then grouping the procedures accordingly.
 - The result is a more organized, flexible, manageable, and “user friendly” system. It’s also what the authors of the standard recommend.
4. Say what you should do and do what you say, which means there's a possibility you'll have to change the way you do some things.
 - The result is better and more productive processes.
5. Create procedures that can be understood by everybody, which means avoiding process mapping and flowcharts whenever possible, following an effective document format, and adhering to certain document writing rules.
 - It promotes employee involvement and improves the effectiveness of the system.
6. Avoid using a complex file management system.
 - They don’t do anything you can’t do using Microsoft programs and they’re expensive.
7. Make the procedures available to everybody...everybody. (Few totally electronic system can do this.)
 - The origin of good ideas will amaze you.
8. Use software programs that are designed for the application, which means using a spreadsheet program for data analysis, graphs, and charts and using a database program for collecting and managing dynamic information.
 - It improves communication and increases the information management options.