









5.1

Provide Leadership By Focusing On Quality, Customers focus and Commitment

5.0 Leadership

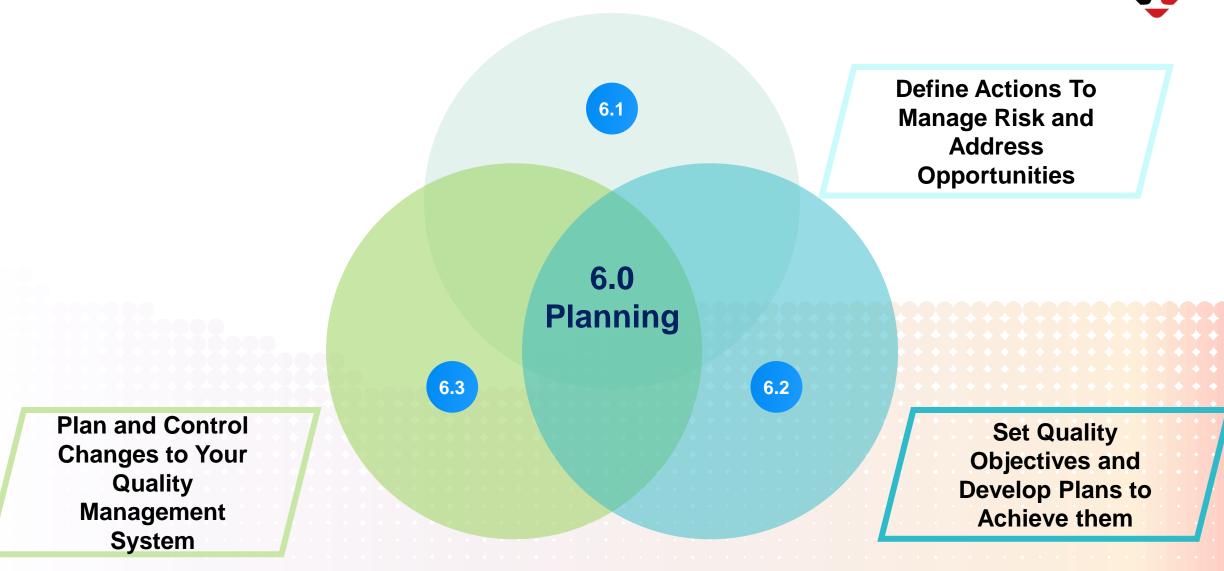
5.2

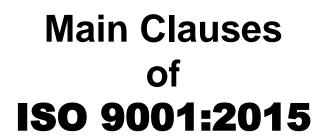
Provide Leadership By Establishing A Quality Policy

5.3

Provide Leadership By Defining QMS Roles And Responsibilities













Provide Needed Resources For QMS



Encourage and Expect Competence



Ask Personnel to help with QMS

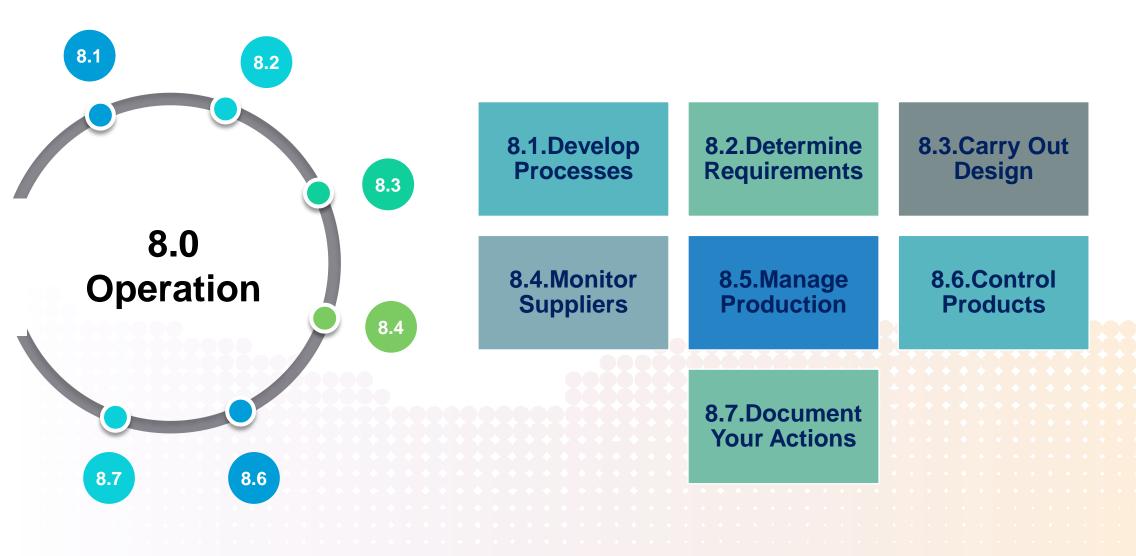


Manage QMS Communications



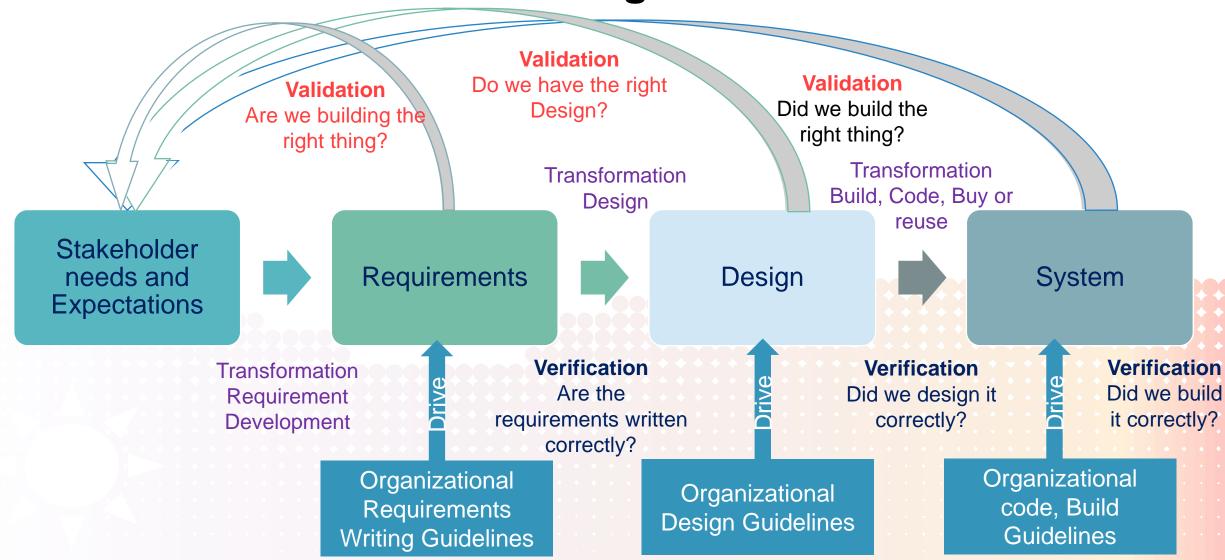
Control QMS Information



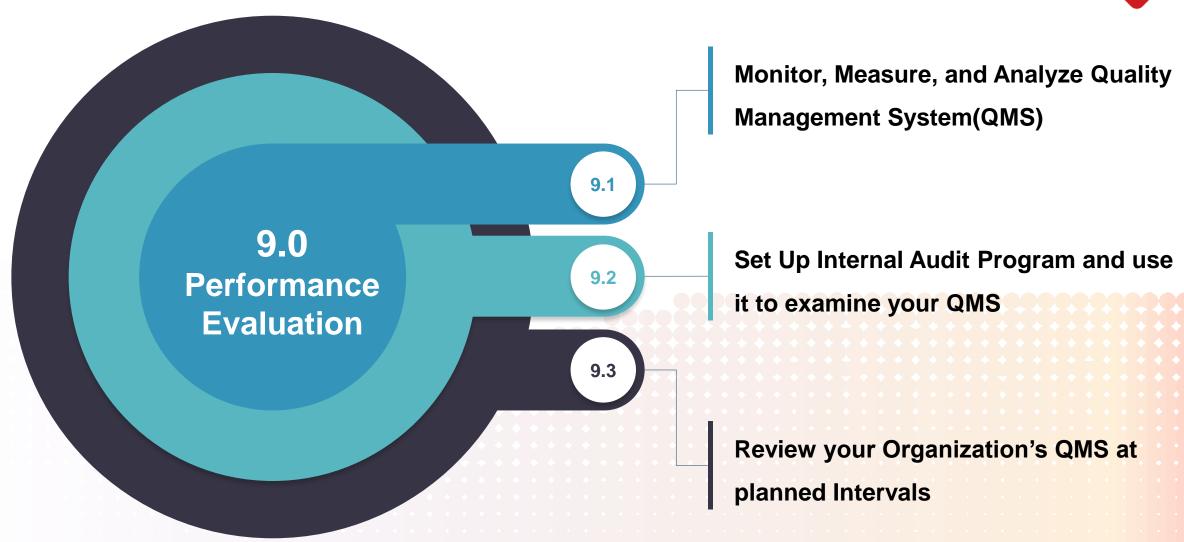


Main Clauses of **ISO 9001:2015 Design**









Main Clauses of **ISO 9001:2015 The Audit Process - Overview**



AUDIT CONCLUSION

(ISO 19011:2018

-3.11)

ISO 19011:2018 3.5

Determine the SCOPE of the audit

(i.e. the boundary)

AUDIT CRITERIA ISO 19011:2018 3.7

Establish the

CRITERIA

against which the audit is to be conducted

OBJECTIVE EVIDENCE ISO 19011:2018 3.8

Collect the

EVIDENCE (Good

& Bad)

Evaluate the evidence to obtain

FINDINGS

AUDIT FINDINGS

(ISO 19011:2018 -

3.10)

Draw a

CONCLUSION

based on the findings



10.1
Identify and Select QMS
Improvement
Opportunities

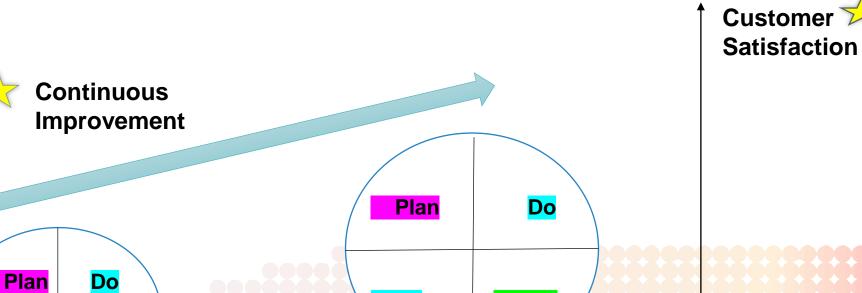
10.2Control Nonconformities& Take SuitableCorrective Actions

10.0 Improvement

Enhance QMS
Suitability, adequacy,
And Effectiveness

Main Clauses of **ISO 9001:2015 10.0 Improvement**





Act

New

Standard

Check

Customer 🖈

Time

Check

Act

Previous Standard





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