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# CGSB ISO 9000 Registration



## Registration Services Quality

Canada 

Experience and excellence

Expérience et excellence





CGSB

# The ISO 9001:2000 Gap Analysis

Yes or No!



# If you do not have a Quality System

- The Gap Analysis is absolutely necessary!!!!
- Provides you with a picture of what you have
- An inventory that reveals the gaps (baseline)
- A mapped and focused way towards improvement
- A tool to speak to management
- A common language
- A structure to work with!!!!



# The ISO 9000:2000 Standard Series

- ◆ ISO 9000:2000 (Terminology)
- ◆ ISO 9001:2000 (Quality System)
- ◆ ISO 9004: 2000 (Quality Improvement)



# ISO 9001: 2000, the audit standard.

- Section 0: Foreword and Introduction
- Section 1: Scope
- Section 2: Normative Reference
- Section 3: Terms and Definitions
- Section 4: Quality Management System



# ISO 9001: 2000, the audit standard.

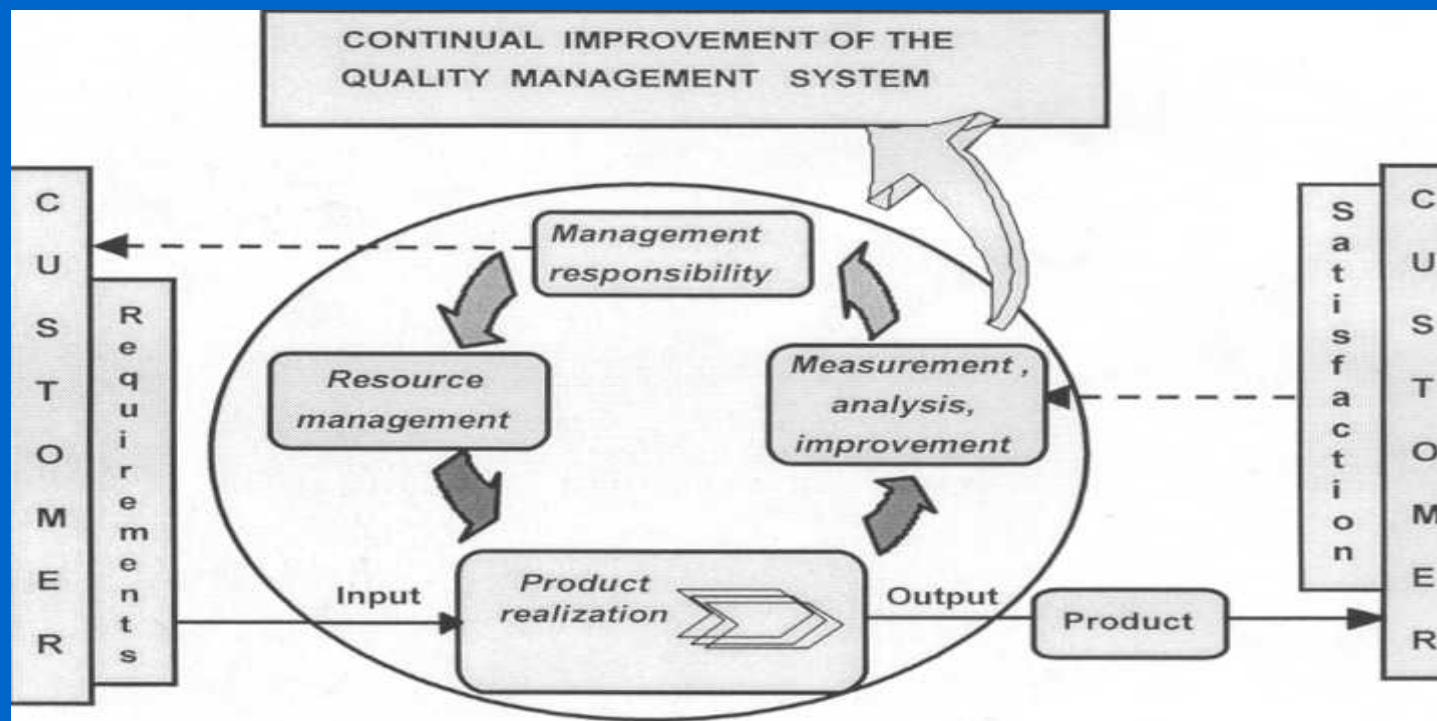
- Section 5: Management Responsibility
- Section 6: Resource Management
- Section 7: Product Realization
- Section 8: Measurement, Analysis and Improvement



# About ISO 9001:2000

- ✓ An international standard
- ✓ Continual Improvement required
- ✓ Process model reflected in the new structure.
- ✓ Reduced documentation requirements
- ✓ Only one model: standard provides for permissible exclusions but only in section seven
- ✓ Permissible exclusions must be justified in the quality manual and reflected in the scope statement

# Process Model





# ISO 9001:2000

- ✓ Top Management has greater responsibilities
- ✓ Greater focus on customer perception of organization (satisfaction; dissatisfaction)
- ✓
- ✓ Greater requirement to obtain and apply pertinent data in decision making processes
- ✓ Greater requirement for communication with suppliers and customers



# Decision, decisions!

- Perform a Gap Analysis?
  - Lack of resources: People, time, money etc.
- Re-write the quality System Documentation?
  - Improve the QMS immediately!
- The choice is yours!

# The Gap Analysis

- What is it?
- An inventory of your existing QMS
- A systematic comparison of your current quality system to the requirements of ISO 9001:2000
- To identify what needs to be addressed
- A focus for efficient transfer
- A linkage to the other processes within your business
- An in-house or contracted exercise

# The Gap Analysis

- The advantages of a Gap Analysis Approach?
- Builds on what exists! Less re-writing required!
- Retains familiar structure and content
- Simpler
- Gets you up and running quicker
- Less training of personnel
- Allows you to change documents when you decide to
- A tool to help convince management to commit resources

# The Gap Analysis

- Drawbacks to a Gap Analysis approach?
- It's a stop-gap measure
- Retains the procedural approach
- Does not foster a process approach
- Does not highlight the interrelation of elements
- Does not harness the power of ISO 9001:2000!

# The Gap Analysis

- How do I do it?
- Use of the CGSB template. (Discussion of handout)
- Go element by element
- Set up a cross reference matrix
- Keep alert to the linkages!

# The Gap Analysis

- Upgrading documents to ISO 9001:2000
- Don't rewrite you documents
- Set a goal to reduce documentation
- Use flow charts with some caution
- Cut down on documented procedures, only 6 required
- Work Instructions only where required by QMS
- Beware of too many forms, they become records
- A chance to get rid of accumulated clutter

# ISO 9001:2000 base documentation

- Here's what you need!
- Quality Policy
- Objectives
- Quality Manual
  - QMS scope
  - Exclusions (What & why)
  - The interaction between QMS processes
  - Cover all requirements one way or the other!
- The 6 documented procedures
- Other required documents





# The Gap Analysis Summarized

- A wonderful tool for consultants!!!
- We can also do it for you!
- Cost \$500 to \$600
- You can do it yourself in house!
- Stop-gap measure that has its uses
- Fact based tool to approach management to commit resources
- Will not reflect the spirit of ISO 9001:2000
- Will be weak in the area of process approach
- Will not tie the QMS together as a series of interrelated processes

# End of Presentation

✓ Questions?

Thank You

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