

# BSI Quality Management Self-assessment

*Continually improve business performance with ISO 9001*

BSI Quality Management  
Self-assessment | ISO 9001™



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Password:

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## Welcome

Welcome to BSI Quality Management Self-assessment.

BSI Quality Management Self-assessment gives you confidence in your quality management system. It allows you to assess your QMS against the requirements of BS EN ISO 9001:2008, and record and report your compliance.

Through BSI's expert guidance and access to an essential collection of standards and guidance, it will aid implementation of a QMS within your organization, and assist with regular monitoring and continual improvement.

## Product Features

- [▶ About Product](#)
- [▶ Demo](#)
- [▶ Subscribe Now](#)
- [▶ About BSI](#)

Welcome to BSI Quality Management Self-assessment, helping you to put BS EN ISO 9001 into practice.

BSI's expert guidance will help you to implement a best practice quality management system, and assist with regular monitoring and continual improvement.



## Introduction

Welcome to BSI Quality Management Self-assessment, created by BSI and industry experts to assist you in implementing and monitoring your quality management system (QMS).

Click the "Self-assessment home" button below to assess your compliance to BS EN ISO 9001:2008 *Quality management systems - Requirements*.

Click the "Online reference library" button below to access the standard BS EN ISO 9001:2008 and related standards and guidance from BSI. You can search and browse online, or download as PDF.

Online reference library

Self-assessment home

BSI Quality Management Self-assessment provides:

- Comprehensive self-assessment toolkit covering BS EN ISO 9001
- Online access to essential standards and exclusive commissioned guidance

## Home

BSI Quality Management Self-assessment has been created by BSI and experts in quality management and BS EN ISO 9001:2008 to assist you in implementing and monitoring your quality management system.

There are 203 questions in 22 topic-based sections, with guidance on answering each question. Important cross-references take you from each question to the integrated reference library, with appropriate actions-to-take provided for each requirement. Learn more in the [user guide](#).



### Options

- ▶ Home
- ▶ Start new self-assessment
- ▶ Self-assessment settings
- ▶ Reference library
- ▶ Snapshots
- ▶ Reports
- ▶ Account settings

### My recent question changes

- Does the management review of the quality management system include the results of audits?

### My self-assessments

Self-assessment ref	Date created	My questions	My outstanding questions	My actions	My outstanding actions
BSI Chiswick 11/2009	19/11/2009	203	155	15	3
BSI Americas 11/2009	19/11/2009	203	203	0	0
BSI Chiswick 05/2009	19/11/2009	97	0	105	0

### My outstanding actions

Task	Due date	Self-assessment ref
Determine and ensure the availability of the resources necessary for implementing and maintaining the quality management system	22/12/2009	BSI Chiswick 11/2009
Establish means to ensure that the quality policy is communicated throughout the organization and to check that it has been understood	08/01/2010	BSI Chiswick 11/2009
Ensure that the appointed management representative is taking steps to promote customer requirements throughout the organization	22/02/2010	BSI Chiswick 11/2009

### Questions requiring reassignment

BSI Quality Management Self-assessment comprehensive self-assessment toolkit:

- Guidance on every requirement of BS EN ISO 9001.
- Helping you to manage your regular internal compliance audits.

Account settings

## Account settings

In this area you can view and update your account details. If you are the "key user" for your subscription you can also set up additional users, within your available number of licences.



### Options

- Home
- Start new self-assessment
- Self-assessment settings
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- Reports
- Account settings

### My recent question changes

- Is the output of product realization planning in a form suitable for the organization's me...
- In planning product realization, are the records

### Account details

Organization name	BSI demo account
Account type	Standard
Licences	5 of which 3 are in use.
Subscription ends	19/11/2012

### Users

Username	Full name	Licence in use?
precomptest3@bsigroup.com	Andrew W	Yes De-authorize user
precomptest@bsigroup.com	John T	Yes (key user)
precomptest2@bsigroup.com	Laura F	Yes De-authorize user

[New User](#)

### My details

Username	precomptest@bsigroup.com
Full name	John T

## Flexible user management:

- Add users up to your licence limit.
- Remove users and reassign licences as your team changes.

Self-assessment settings > Allocate questions (BSI Chiswick 05/2009)

## Allocate questions

In this area you can allocate "ownership" of questions to your users. You can allocate:

- the whole self-assessment,
- individual sections, or
- individual questions within a section.



### Options

- ▶ Home
- ▶ Start new self-assessment
- ▶ Self-assessment settings
- ▶ Reference library
- ▶ Snapshots
- ▶ Reports
- ▶ Account settings

### My recent question changes

- Is the output of product realization planning in a form suitable for the organization's me...
- In planning product realization, are the records

### Allocate entire self-assessment (BSI Chiswick 05/2009)

John T  (multiple owners)

### Allocate individual sections

Section name	Owner
General requirements	John T <input type="button" value="v"/>
Documentation requirements	Andrew W <input type="button" value="v"/>
Management commitment	Andrew W <input type="button" value="v"/>
Customer focus	Laura F <input type="button" value="v"/>
Quality policy	Laura F <input type="button" value="v"/>
Planning	John T <input type="button" value="v"/>
Responsibility, authority and communication	John T <input type="button" value="v"/>
Management review	Laura F <input type="button" value="v"/>

Allocate parts of your self-assessment or internal audit work to other users in your organization.

Share self-assessment work across departments, manage audits across multiple sites.

Self-assessment settings > Edit permissions (BSI Americas 11/2009)

## Edit permissions

In this area you can edit access rights for:

- the whole self-assessment, or
- individual sections of a self-assessment.

Options for access rights are: no access, read-only access, full edit access and mixed. You cannot select "mixed"; it will automatically appear if you have given a user varying access rights.



### Options

- Home
- Start new self-assessment
- Self-assessment settings
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### My recent question changes

- Is the output of product realization planning in a form suitable for the organization's me...
- In planning product realization, are the records

### Edit permissions for entire self-assessment (BSI Americas 11/2009)

User	No access	Read only	Full access	Mixed
Andrew W	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Laura F	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Update permissions

Back

### Edit permissions for individual sections

Section name

General requirements

Documentation requirements

Management commitment

Customer focus

Quality policy

Planning

Manage permissions for your users to maintain privacy of sensitive audit information. Provide each user with full access, read only access, or restrict access as appropriate to your needs.

BSI Chiswick 05/2009

## View self-assessment details

Below you will find a list of available sections in the questionnaire. Details on questions and actions assigned to you are provided for each section.

To see the questions in a section, click on the section name in the table.



Options		BSI Chiswick 05/2009					
		Section name	Total no. questions	My questions	My outstanding questions	My actions	My outstanding actions
<a href="#">Home</a>		General requirements	9	9	0	5	0
<a href="#">Start new self-assessment</a>		Documentation requirements	19	19	0	10	0
<a href="#">Self-assessment settings</a>		Management commitment	7	7	0	4	0
<a href="#">Reference library</a>		Customer focus	1	1	0	1	0
<a href="#">Snapshots</a>		Quality policy	5	5	0	3	0
<a href="#">Reports</a>		Planning	4	4	0	3	0
<a href="#">Account settings</a>		Responsibility, authority and communication	5	5	0	3	0
My recent question changes		Management review	14	14	0	8	0
<input checked="" type="checkbox"/>	Is a documented procedure established to define requirements for reviewing the effectiveness...	Provision of resources	1	1	0	1	0
<input checked="" type="checkbox"/>	Is a documented procedure established to define	Human resources	6	6	0	1	0
		Infrastructure and work environment	2	2	0	1	0
		Planning of product realization	6	6	0	2	0
		Customer-related processes	14	14	0	6	0

The comprehensive BS EN ISO 9001:2008 self-assessment comprises 203 questions, and is divided into 22 bite-sized, topic-based sections which reflect the structure of the standard.

BSI Chiswick 11/2009 > Section 14 Design and development > Question 2

Question 2 of 22 in this section

Where applicable, are the design and development stages determined during the design and development planning?

Please Select an Answer

- Yes
- No
- Partial
- Not applicable

Supporting evidence

Back to Section Menu

Save and Previous

Save and Continue

Search Questions

Help Text

Question help text

*WARNING: ISO 9001, 1.2 allows an organization to exclude the requirements within Clause 7 of the standard and still be able to claim conformity if: a) the requirement (s) cannot be ap...*

Display question help text

Links to Library Content

- [BS EN ISO 9001, 1.2](#)
- [BS EN ISO 9001, 7.3.1](#)
- [Understanding ISO 9001, 4.4.3.1](#)
- [View full reference library](#)

Question Details

Owner: John T

Priority: ● Medium

Each question in the self-assessment covers a requirement of BS EN ISO 9001:2008. Free text boxes are provided to record comments or notes alongside your answers.

BSI Chiswick 11/2009 > Section 14 Design and development > Question 2

Question 2 of 22 in this section

Where applicable, are the design and development stages determined during the design and development planning?

Please Select an Answer

- Yes
- No
- Partial
- Not applicable

Supporting evidence

Action

Description	Owner	Date Due	Complete
Ensure that the design and development stages are determined during the design and development planning	John T <input type="button" value="v"/>	20/12/2009	<input type="checkbox"/>

My further actions

Search Questions

Help Text

Question help text

*WARNING: ISO 9001, 1.2 allows an organization to exclude the requirements within Clause 7 of the standard and still be able to claim conformity if: a) the requirement (s) cannot be ap...*

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- [→ BS EN ISO 9001, 1.2](#)
- [→ BS EN ISO 9001, 7.3.1](#)
- [→ Understanding ISO 9001, 4.4.3.1](#)
- [→ View full reference library](#)

Question Details

Owner: John T

Priority: ● Medium

Suggested “actions to take” help to remedy gaps in your quality management system. Allocate actions to other users in your organization and set deadlines for completion.

BSI Chiswick 11/2009 > Section 14 Design and development > Question 2

Question 2 of 22 in this section

Where applicable, are the design and development stages determined during the design and development planning?

Please Select an Answer

- Yes
- No
- Partial
- Not applicable

Supporting evidence

Action

Description	Owner	Date Due	Complete
Ensure that the design and development stages are determined during the design and development planning	John T	20/12/2009	<input type="checkbox"/>

My further actions

Back to Section Menu

Save and Previous

Save and Continue

Search Questions

Search

Help Text

Question help text

*WARNING: ISO 9001, 1.2 allows an organization to exclude the requirements within Clause 7 of the standard and still be able to claim conformity if: a) the requirement (s) cannot be ap...*

Display question help text

Links to Library Content

- [→ BS EN ISO 9001, 1.2](#)
- [→ BS EN ISO 9001, 7.3.1](#)
- [→ Understanding ISO 9001, 4.4.3.1](#)
- [→ View full reference library](#)

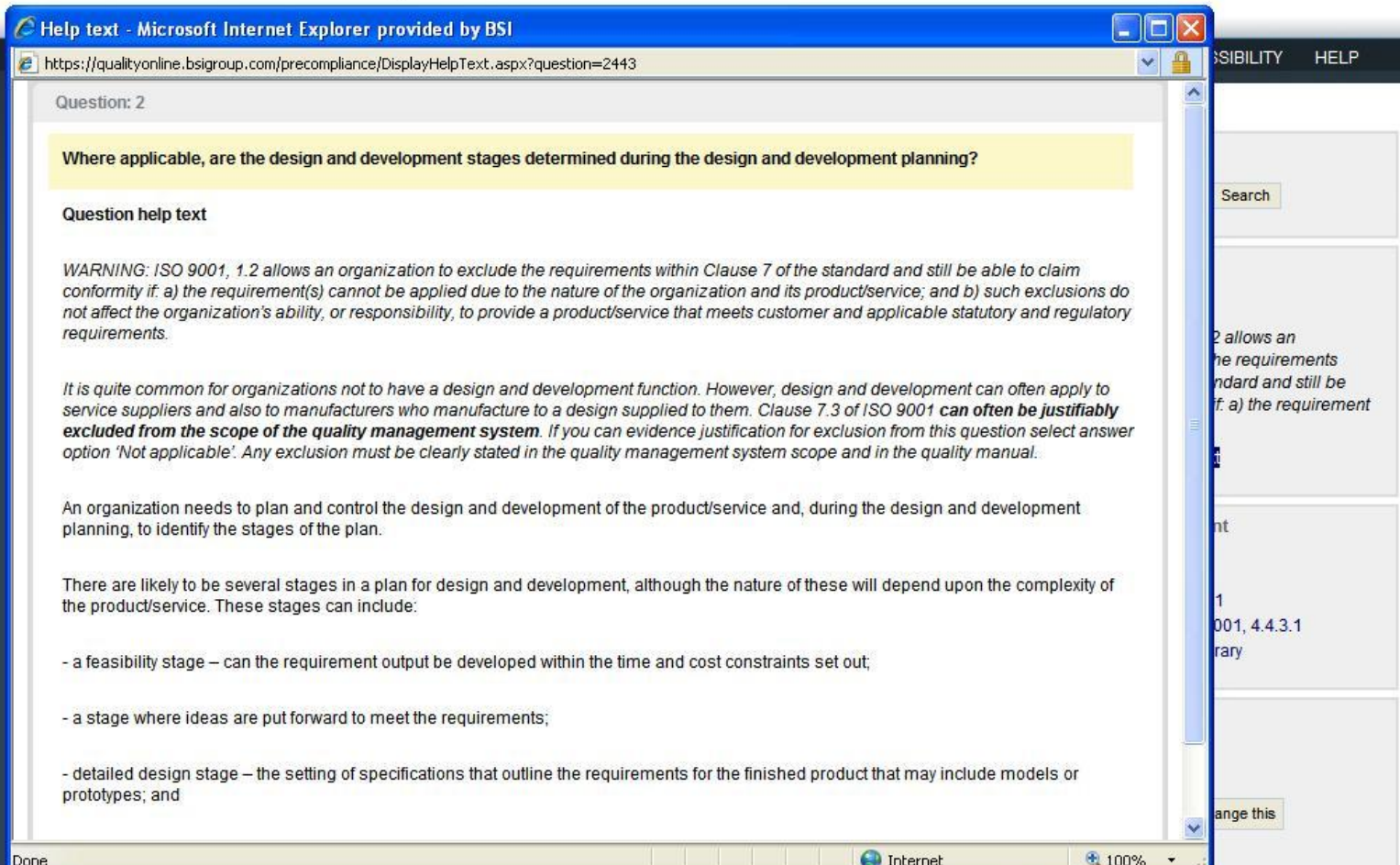
Question Details

Owner: John T

Priority: ● Medium [Change this](#)

Exclusive in-line guidance is provided for on every requirement of BS EN ISO 9001 from quality management experts.

Follow the “Display question help text” link to reveal the full guidance.



Help text - Microsoft Internet Explorer provided by BSI

https://qualityonline.bsigroup.com/precompliance/DisplayHelpText.aspx?question=2443

Question: 2

**Where applicable, are the design and development stages determined during the design and development planning?**

**Question help text**

*WARNING: ISO 9001, 1.2 allows an organization to exclude the requirements within Clause 7 of the standard and still be able to claim conformity if: a) the requirement(s) cannot be applied due to the nature of the organization and its product/service; and b) such exclusions do not affect the organization's ability, or responsibility, to provide a product/service that meets customer and applicable statutory and regulatory requirements.*

*It is quite common for organizations not to have a design and development function. However, design and development can often apply to service suppliers and also to manufacturers who manufacture to a design supplied to them. Clause 7.3 of ISO 9001 **can often be justifiably excluded from the scope of the quality management system**. If you can evidence justification for exclusion from this question select answer option 'Not applicable'. Any exclusion must be clearly stated in the quality management system scope and in the quality manual.*

An organization needs to plan and control the design and development of the product/service and, during the design and development planning, to identify the stages of the plan.

There are likely to be several stages in a plan for design and development, although the nature of these will depend upon the complexity of the product/service. These stages can include:

- a feasibility stage – can the requirement output be developed within the time and cost constraints set out;
- a stage where ideas are put forward to meet the requirements;
- detailed design stage – the setting of specifications that outline the requirements for the finished product that may include models or prototypes; and

Search

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Change this

Done Internet 100%

In-line guidance includes:

Further explanations of the requirements, guidance on implementation, and practical steps to achieve compliance.

BSI Chiswick 11/2009 > Section 14 Design and development > Question 2

Question 2 of 22 in this section

Where applicable, are the design and development stages determined during the design and development planning?

Please Select an Answer

- Yes
- No
- Partial
- Not applicable

Supporting evidence

Action

Description	Owner	Date Due	Complete
Ensure that the design and development stages are determined during the design and development planning	John T	20/12/2009	<input type="checkbox"/>

My further actions

Back to Section Menu

Save and Previous

Save and Continue

Search Questions

Help Text

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*WARNING: ISO 9001, 1.2 allows an organization to exclude the requirements within Clause 7 of the standard and still be able to claim conformity if: a) the requirement (s) cannot be ap...*

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- [→ Understanding ISO 9001, 4.4.3.1](#)
- [→ View full reference library](#)

Question Details

Owner: John T

Priority: ● Medium

Each question page also includes links identified by our experts to take you directly to the relevant section of the standards and guidance in the online reference library.

Reference library

## Reference library

This area provides you with access to the standards and guidance material relevant to this self-assessment. Click on the document title to start browsing the full content online, or use the keyword search to quickly find what you're looking for. Alternatively you can download the full document in PDF format for use offline.



### Search Library

### Options

- Home
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- Account settings

My recent question changes

### Available Documents

Browse online

	Author	Type	Download PDF
Help with BSI Quality Management Self-assessment	BSI	Book	Help with BSI Quality Management Self-assessment (PDF, 68.2k)
BS EN ISO 9000	BSI	Standard	BS EN ISO 9000 (PDF, 1.4M)
BS EN ISO 9001	BSI	Standard	BS EN ISO 9001 (PDF, 363.9k)
Creating a Process-based Management System	Ian Rosam and Rob Peddle	Book	Creating a Process-based Management System (PDF, 1.4M)
Process Management Auditing	Ian Rosam and Rob Peddle	Book	Process Management Auditing (PDF, 1.0M)
Understanding ISO 9001	Ian Rosam and Rob Peddle	Book	Understanding ISO 9001 (PDF, 809.1k)

## BSI Quality Management Self-assessment online reference library:

- Online and PDF access to essential QMS standards related BSI guidance.
- Library updates to reflect changes to the standard and guidance.

Reference library > Creating a Process-based Management System

## Creating a Process-based Management System

Creating a Process-based Management System for ISO 9001:2008 and Beyond (Second Edition)

Ian Rosam and Rob Peddle

Creating a process-based management system for ISO 9001:2008 and beyond places the QMS at the heart of the organization. The clear and simple steps provided will be easy for an organization to follow, when building a business management system.



The book explains the underlying principles behind the ISO 9001 standard and its core requirement of process management, to ensure the business management system is forward looking, whilst delivering high performance against the requirements of ISO 9001:2008.

### Search Library

### Download full document

- [Creating a Process-based Management System \(PDF, 1.4M\)](#)

- Foreword
- Introduction
- 1 The process-based management system in context
- 2 The process approach
- 3 Designing your management system
- 4 Process design (mapping and understanding processes)
- 5 Procedure design – Linking supporting information to processes
- 6 Linking of processes
- 7 Key performance indicators (KPIs)
- 8 Implementing the system
- 9 Selecting an appropriate registration body
- 10 Case studies
- References

Includes the full version of BS EN ISO 9001:2008, BS EN ISO 9000:2005 and a range of BSI guidance publications on quality management.

Search and browse through the hyperlinked table of contents.

## Search Library

Search

## Table of Contents

National foreword  
European Standard EN ISO 9000  
International ISO Standard 9000  
Introduction  
1 Scope  
2 Fundamentals of quality management systems  
2.1 Rationale for quality management systems  
2.2 Requirements for quality management systems a...  
2.3 Quality management systems approach  
2.4 | The process approach |  
2.5 Quality policy and quality objectives  
2.6 Role of top management within the quality man...  
2.7 Documentation  
2.8 Evaluating quality management systems  
2.9 Continual improvement  
2.10 Role of statistical techniques

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BS EN ISO 9000

Next

## 2.4 The process approach

Any activity, or set of activities, that uses resources to transform inputs to outputs can be considered as a process.

For organizations to function effectively, they have to identify and manage numerous interrelated and interacting processes. Often, the output from one process will directly form the input into the next process. The systematic identification and management of the processes employed within an organization and particularly the interactions between such processes is referred to as the "process approach".

The intent of this International Standard is to encourage the adoption of the process approach to manage an organization.

Figure 1 illustrates the process-based quality management system described in the ISO 9000 family of standards. This illustration shows that interested parties play a significant role in providing inputs to the organization. Monitoring the satisfaction of interested parties requires the evaluation of information relating to the perception of interested parties as to the extent to which their needs and expectations have been met. The model shown in Figure 1 does not show processes at a detailed level.

**Figure 1 — Model of a process-based quality management system**



Navigate the online guidance section-by-section in an environment faithful to the original documents.

BSI Quality Management Self-assessment puts essential BSI publications on quality management at your fingertips.

Reference library > Search Results

## Reference library

This area provides you with access to the standards and guidance material relevant to this self-assessment. Click on the document title to start browsing the full content online, or use the keyword search to quickly find what you're looking for. Alternatively you can download the full document in PDF format for use offline.



### Search Library

service provision

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### Options

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My recent question changes

### Search Results

**BS EN ISO 9001 > 6.1 *Provision* of resources**

The organization shall determine and provide the resources needed) to...

**BS EN ISO 9001 > 7.5 Production and *service provision***

**BS EN ISO 9001 > 7.5.1 Control of production and *service provision***

...and carry out production and *service provision* under controlled conditions. Controlled conditions...

**BS EN ISO 9001 > 7.5.2 ...of processes for production and *service provision***

...any processes for production and *service provision* where the resulting output cannot... is in use or the *service* has been delivered. Validation shall demonstrate...

**Understanding ISO 9001 > 2.4.4 ...4. Delivering the product or *service***

...the eyes of most customers, '*service*' is as important as 'product'... to deliver the product or *service*. This includes such things as... and identifying the product or *service*, protecting and storing it properly...

**Understanding ISO 9001 > 4.3.1 *Provision* of resources**

Clause NoWhat it saysWhat it meansCurrently do this and in...

**Understanding ISO 9001 > 4.4.5 Production and *service provision***

**Understanding ISO 9001 > 4.4.5.1 Control of production and *service provision***

...and carry out production and *service provision* under controlled conditions. Controlled conditions... or delivering your product or *service* you need to monitor the... can deliver a product or *service* but to deliver it to... People providing the product or

Search the full library to quickly locate relevant information and guidance on quality management.

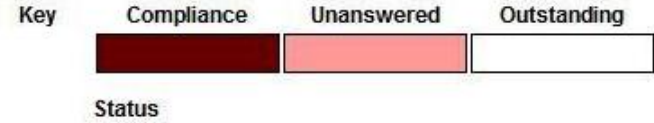
Search, browse, download – flexible access to exclusive, essential guidance.







# BSI Chiswick 11/2009

## Assessment Information

Assessment reference	BSI Chiswick 11/2009
Company	BSI demo account
Self-assessment start date	19/11/2009
Site/location of self-assessment	Chiswick
Scope of self-assessment	All products and services delivered or managed BSI Chiswick offices.
Additional notes (Optional)	Self-assessment team: GW, RL, AH, SW.

## Assessment Summary



Section	% Score	Questions Answered	Status
General requirements	55%	7 / 9	
Documentation requirements	57%	16 / 19	
Management commitment	57%	7 / 7	
Customer focus	100%	1 / 1	
Quality policy	70%	5 / 5	
Planning	62%	3 / 4	

Pre-defined report styles to provide self-assessment results to internal and external stakeholders in your quality management compliance.

Summary reports to provide a graphical overview of results for each section of the self-assessment, and detailed reports to provide a full output of your self-assessment.

Reports > Summary comparison report

## Summary comparison report

Summary comparison reports can help you to show differences between two or more self-assessments. This can be useful for demonstrating progress over time, or comparing results from different parts of your organization. The report gives an overview of compliance to the assessment questions, in the form of a bar chart. Unanswered questions are also represented. Click on "View report" for an online version, or "Download PDF" for a downloadable, printable PDF version.



### Options

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- Account settings

### My recent question changes

- Is the output of product realization planning in a form suitable for the organization's me...
- In planning product realization, are the records

### Summary comparison report - Assessments

Name	Include in report?
BSI Americas 11/2009	<input type="checkbox"/>
BSI Chiswick 05/2009	<input checked="" type="checkbox"/>
BSI Chiswick 11/2009	<input checked="" type="checkbox"/>

Generate Comparison Report

As a PDF

View reports in-browser, download as PDF for printing, saving and emailing.  
Export detailed reports to popular spreadsheet software for analysis off-line.

# Assessment Summary

Key	Assessment reference	Compliance	Unanswered	Outstanding
	BSI Chiswick 05/2009	<span style="background-color: #800000; color: white;"> </span>	<span style="background-color: #FFC0CB; color: white;"> </span>	<span style="background-color: #FFFFFF; color: black;"> </span>
	BSI Chiswick 11/2009	<span style="background-color: #008080; color: white;"> </span>	<span style="background-color: #ADD8E6; color: white;"> </span>	<span style="background-color: #FFFFFF; color: black;"> </span>

Section	% Score	Questions Answered	Status
General requirements	44%	9 / 9	<span style="background-color: #800000; color: white;"> </span>
	55%	7 / 9	<span style="background-color: #008080; color: white;"> </span> <span style="background-color: #ADD8E6; color: white;"> </span> <span style="background-color: #FFFFFF; color: black;"> </span>
Documentation requirements	47%	19 / 19	<span style="background-color: #800000; color: white;"> </span>
	57%	16 / 19	<span style="background-color: #008080; color: white;"> </span> <span style="background-color: #ADD8E6; color: white;"> </span> <span style="background-color: #FFFFFF; color: black;"> </span>
Management commitment	42%	7 / 7	<span style="background-color: #800000; color: white;"> </span>
	57%	7 / 7	<span style="background-color: #008080; color: white;"> </span> <span style="background-color: #ADD8E6; color: white;"> </span> <span style="background-color: #FFFFFF; color: black;"> </span>
Customer focus	50%	1 / 1	<span style="background-color: #800000; color: white;"> </span>
	100%	1 / 1	<span style="background-color: #008080; color: white;"> </span>
Quality policy	40%	5 / 5	<span style="background-color: #800000; color: white;"> </span>
	70%	5 / 5	<span style="background-color: #008080; color: white;"> </span> <span style="background-color: #ADD8E6; color: white;"> </span> <span style="background-color: #FFFFFF; color: black;"> </span>
Planning	37%	4 / 4	<span style="background-color: #800000; color: white;"> </span>
	62%	3 / 4	<span style="background-color: #008080; color: white;"> </span> <span style="background-color: #ADD8E6; color: white;"> </span> <span style="background-color: #FFFFFF; color: black;"> </span>

Use comparison reports to show combine results of multiple self-assessments into one report.

Highlight differences in compliance between sites, or show progress over time.

Reports > Customized report > Customized report criteria

## Customized report criteria

In this area you can choose which parts of the selected self-assessment will be shown in the customized report. You can select to show only questions owned by a particular user, or from a specific section. You can also combine this with other question attributes, such as priority level.



**Options**

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**My recent question changes**

- Is the output of product realization planning in a form suitable for the organization's me...
- In planning product realization, are the records

**Show me**

Questions from a specific section: Provision of resources

Actions with a due date between:  and

Questions with a priority of:  High  Medium  Low

Actions which are:  Overdue  Completed

Unanswered questions:

Questions owned by: -- All Users --

Actions owned by: -- All Users --

Generate Custom Report As a spreadsheet

Back

Or build a report to suit your individual needs.

Customized report tool helps you to create reports containing what is important to you: overdue actions, unanswered questions, high priority questions, or actions/questions owned by individual users in the system.

## BSI expertise on quality management systems

### Comprehensive self-assessment tools:

- Guidance on every requirement of BS EN ISO 9001
- Work in teams, across sites
- Record, report & demonstrate results

### Online reference library, regularly updated

- Access to essential standards and related guidance
- Downloadable as PDF, search and browse online

To subscribe now, sign up for a free trial,  
or just find out more...

...visit the self-assessment website at:

<http://shop.bsigroup.com/QualityOnline>

Or call us on +44 (0) 20 8996 7555

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Self-assessment



*raising standards worldwide™*