

Transition of ISO 9001:2008 to ISO 9001:2015

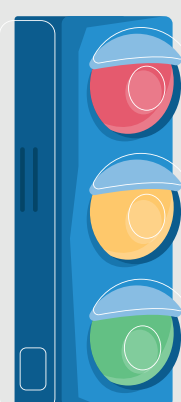
Department of Licencing and Consumer Affairs (DLCA)

1. Internal Quality Auditing and Transition Training from ISO 9001:2008 to ISO 9001:2015
2. Gap Assessment on ISO 9001:2015 with a Corrective Action Plan
3. SETA Quality Management System Courses
4. Discussions on SharePoint and Customised Quality and Risk Management System

The Department of Licencing and Consumer Affairs (Training and Gap Assessments) manufactures, produces and distributes drivers licences for the public of South Africa.



ISSUES BEFORE CERTIFICATION



- The Department of Licencing and Consumer Affairs did not have a clear understanding of what the changes from ISO 9001:2008 to ISO 9001:2015 were.
- The Production Process was more output based without considering risks.
- The understanding of employees requirements with respect to Quality Controls especially supporting services like Finance and Human resources.

HOW WERE ISSUES RESOLVED



An Internal Audit and Transition Training was done for ISO Champions per Department for the DLCA Team, which brought clarity to the requirements and approach of a process, risk, and governance-based approach of ISO 9001:2015.



A Gap Assessment provided a set of requirements that DLCA could follow in a structured method to understand the gaps and conform to ISO 9001:2015 requirements. A detailed Corrective Action Plan was implemented.



Service SETA Training on Specific Unit Standards for Operational Staff on the Implementation, Auditing of Quality Management systems allowed the operational and non-production staff to understand how quality is embedded in their processes, with an understanding of verification and validation points that need to be statistically monitored, linked to objectives and strategies.



Introduction on an automated Quality Management System focused on Risk Assessments. However, this is still under discussions.

THE BENEFITS AFTER CERTIFICATION

Project Date 2015 – 2017

1

12%

increase in production

2

9%

reduction in waste

3

80%

reduction in findings with SABS Certification

4

Understanding ISO 9001:2015 and the value proposition it brings to Sub Core Processes and how they fit into the Scope of a Quality Management System for Departments such as Finance and Human resources.



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08610 99473 (WWISE)

admin@wwise.co.za

www.wwise.co.za
and www.wwise-iso-e-learning.com

ADDRESS:

254 Hall Street, Westend Office Park, Building 2, Floor 2, Centurion, 0157, South Africa

ADDRESS:

Bridgewater One, Block 3, Unit 303, First Floor, 4 Conference Lane, Century City, Cape Town, 7441, South Africa

CAPE TOWN OFFICE:

TEL: 021 525 9159