



ISO 9001:

« Fewer risks and more opportunities »

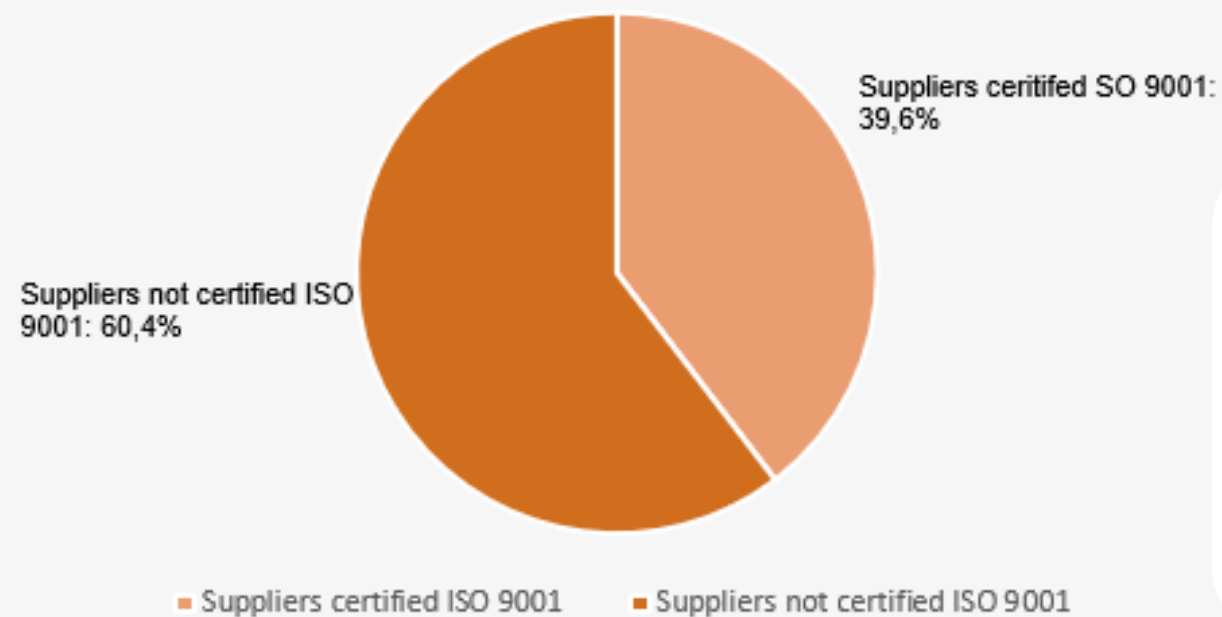


STATISTICS

2022

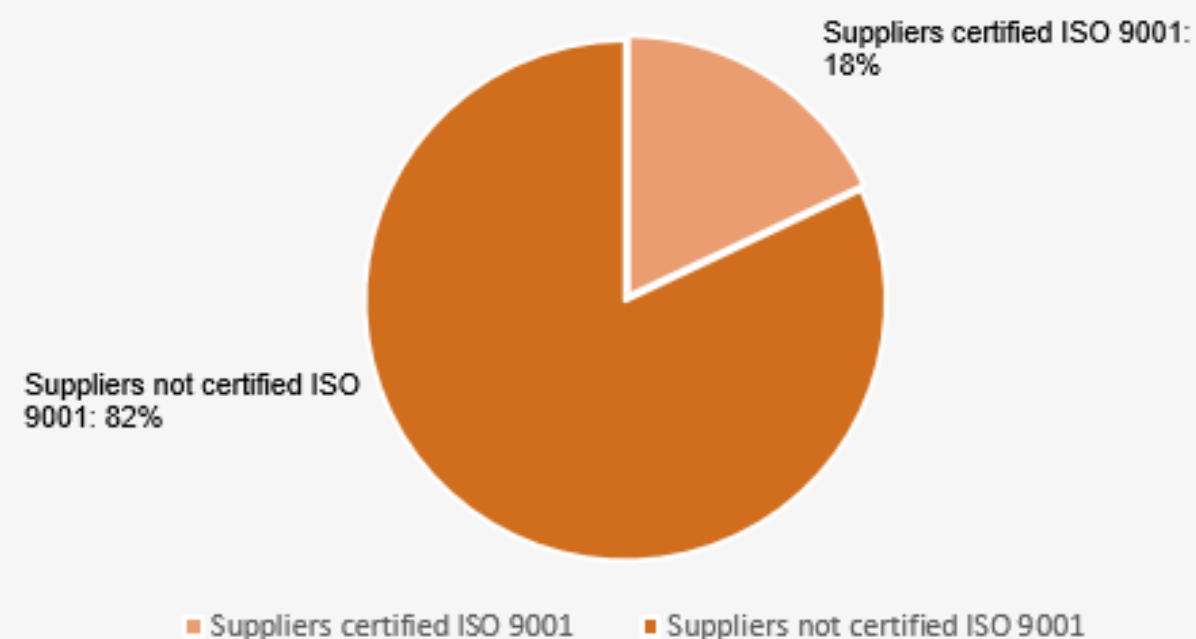
Challenges: Bring the PPM performance level of non-certified suppliers to the same level as certified suppliers

Proportion of non conformity



Almost 2/3 of the non conformities are from suppliers not certified ISO9001

PPM number



Non certified suppliers deliver more than 82% of the non-compliant parts identified upon receipt.

The 7 quality management principles are:

IMPORTANT ON ISO9001

Essential to remain competitive in its field of activity, the 2015 version requires less procedures, more common sense and is very oriented effectiveness/ efficiency.

1

Customer orientation

2

Management responsibility

3

Staff involvement

4

Process approach

5

Continuous improvement

6

Evidence based decision making

7

Management of stakeholder relations

CUSTOMER ORIENTATION

Nowadays, having a customer orientation approach is all the more important! With social networks and internet in general, the customer can express his dissatisfaction/ his enchantment and be heard by all, immediately. Enough to demolish the image of an organization or on the contrary to forge an excellent reputation.

To strengthen its customer orientation, the ISO9001 helps the organization to work on the expectations of its customers: identify them (and even anticipate them) and make every effort to ensure that the products/ services offered meet them



« There's only one boss: the client. And he can lay off all the staff, from the manager to the employee, just by spending his money somewhere else. » - Sam Walton (founder of Wal-Mart)

Principle challenges: Better listening and understanding of customer needs/ expectations
Better customer satisfaction



MANGEMENT RESPONSIBILITY

Certification increases management accountability and develops leadership.

The management shall:

- Define the orientations of the organization, the policy
- Make resources available to achieve objectives and ambitions
- Motivate and involve staff

Principle challenge: The organization knows where to go,
has the means and the desire

STAFF INVOLVEMENT

In addition to being involved, staff must be competent and feel valued. ISO 9001 helps you do that.

It is really a matter of considering the individual under the overalls in addition to his results.

In this spirit, recognition must be expressed, communicating on the added value of the work of the staff and the initiatives taken. Personal skills must be developed, to make the whole company grow.



Principle challenge: Create the conditions for success and give a societal dimension to the project

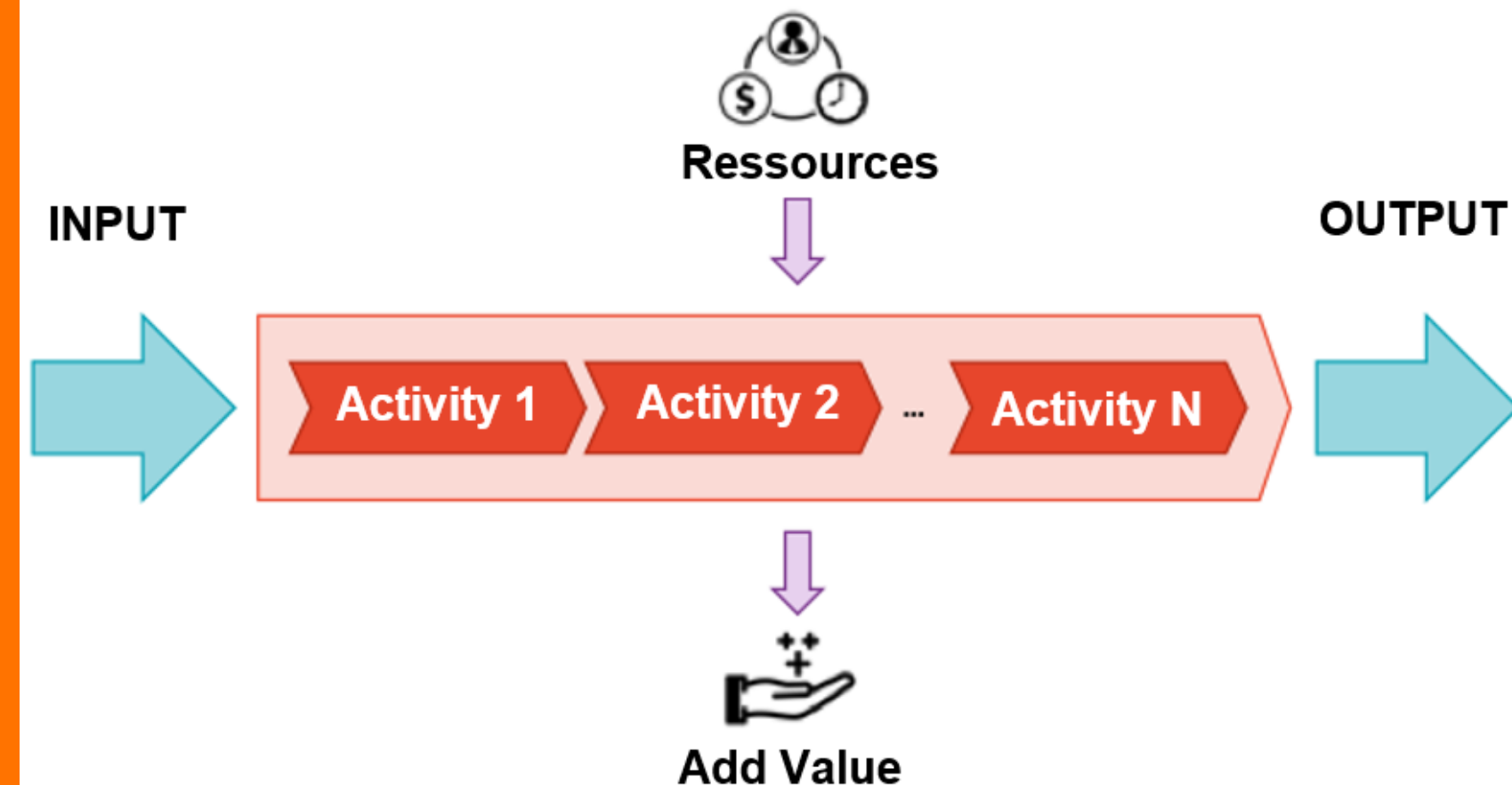
To have a process approach is to consider the activity of the organization as a set of small activities linked together but with a common objective: added value

In this model each process transforms input data and produces output data

This approach makes it easier to address the various activities, their management, their needs, their objectives, etc. But also to better identify waste and investigate problem solving. It is also natural for a company to organize itself into services, each managing one (see several) process.

ISO9001 helps the organization improve the efficiency and effectiveness of its production and service processes.

PROCESS APPROACH



Principle challenge: Structuring the company to be more effective and efficient

CONTINUOUS IMPROVEMENT

A company must never stop working for continuous improvement!

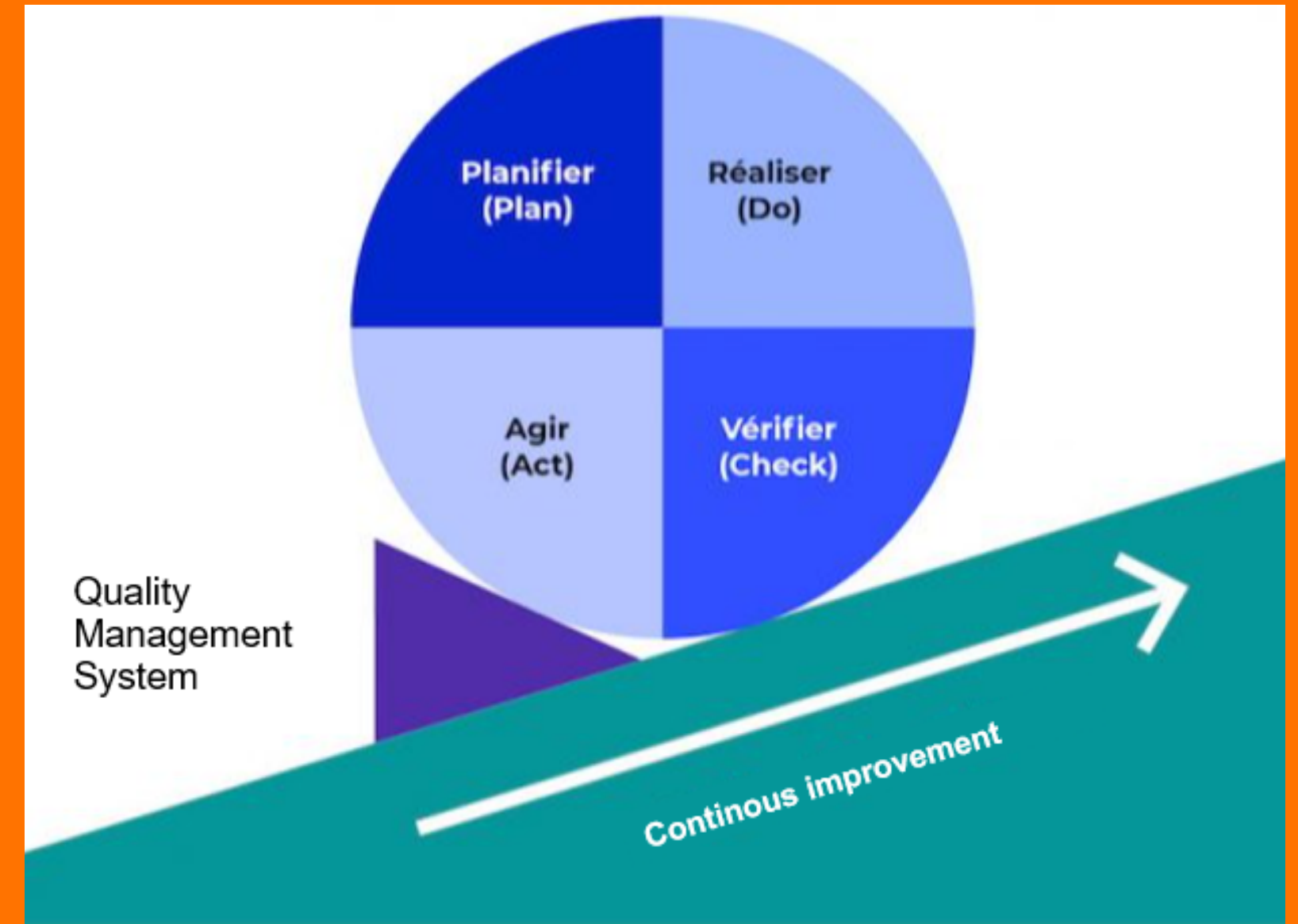
ISO9001 requires continuous improvement in all areas, at all process levels.

A method of continuous improvement consists in:

- Questioning oneself
- Capitalize on feedback
- Mature

Not falling asleep on what you've learned

Principle challenge: Maintain its performance levels and sustain its existence



EVIDENCE BASED DECISION-MAKING

The goal is to reduce uncertainties in decision-making, based on objective data, where we look at causes to understand the effects.

ISO9001 helps to structure problem solving based on evidence and eliminate “we say”

Principle challenge: Making decisions based on visibility on risks and opportunities





**Principle
challenge:
Improve
relations with
stakeholder.**

**Increase
ability to
create value**

MANAGEMENT OF STAKEHOLDER RELATIONS

Stakeholder include all actors who influence or are influenced by the activities of the organization.

They include shareholders, suppliers, bankers, regulation...and different standards.

By communicating with stakeholder and considering their requirements, the organization will improve its performance.



Maintain and sustain customer trust – Customer orientation



Improve company performance and competitiveness – Continuous improvements, Process approach



Opens up new opportunities for business growth – Management of stakeholder relations



Conditions existence in the automotive sector – (IATF: Chap 8.4.2.3)



Highly recommended for the aeronautical sector as ISO 9001 is the basis of the EN9100.

By 2026, CLAYENS group will give priority to ISO9001 certified suppliers for new market allocations

CLAYENS historic suppliers will have to follow an ISO9001 certification process

THANK YOU FOR YOUR ATTENTION

We remain at your
disposal.

Feel free to send us a
feedback with your
questions about the
added value of
certification.

