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| Insparc technologies Pvt Ltd 09807465570,0522-6565630 D2224 Near Jwala Hospital Indira Nagar Lucknow-226016 |
| ISO Proposal |
| 9001:2008 |

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**Corporate Identity Branding Development India**

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**FAQ**

**1. What is ISO?**

The International Organization for Standardization (ISO) was established in 1947 and is (currently) an association of 162 members, which each represent their own country. ISO employs a system of Technical Committees, Sub-committees and Working Groups to develop International Standards. Besides the National Standards Bodies, ISO permits other international organizations that develop standards to participate in its work, by accepting them as Liaison members. ISO works in accordance with an agreed set of rules of procedure, the *ISO/IEC Directives*, which also include requirements on the presentation of standards.

**2. Who are the National Standards Bodies, and who represents my country at ISO?**

Bureau of Indian Standards  
Manak Bhavan  
9 Bahadur Shah Zafar Marg  
**IN-New Delhi 110002**

National standardization activity started in India in 1947 with the establishment of the Indian Standards Institution (ISI) as a society under the Societies Registration Act 1860, to prepare and promote the adoption of national standards. In 1952, the Institution was also given the responsibility of operating a certification marking scheme under an Act of Parliament.

**3. What are the ISO 9000 standards ?**

The ISO 9000 standards are a collection of formal International Standards, Technical Specifications, Technical Reports, Handbooks and web based documents on Quality Management. There are approximately 25 documents in the collection altogether, with new or revised documents being developed on an ongoing basis.

(It should be noted that many of the International Standards in the ISO 9000 family are numbered in the ISO 10000 range.)

**4. Who is responsible for developing the ISO 9000 standards?**

ISO Technical Committee (TC) number 176 (ISO/TC 176), and its Sub-committees, are responsible for the development of the standards. The work is conducted on the basis of "consensus" among quality and industry experts nominated by the National Standards Bodies, representing a wide range of interested parties.

**5. Where can information be obtained on the ISO 9000 standards?**

There are a number of sources of information on the ISO 9000 quality management system standards, including ISO's web site (www.iso.org), which carry information on the standards. Your National Standards Body should be able to provide copies of the standards, and registrars/certification bodies will be able to provide guidance on registration arrangements.

**6. Why are the standards being revised?**

ISO’s formal review process:

* Requires continual review to keep standards up to date. Must be initiated within 3 years of publication of a standard.

User inputs from:

* A global user questionnaire/survey
* A market Justification Study
* Suggestions arising from the interpretation process
* Opportunities for increased compatibility with ISO 14001
* The need for greater clarity, ease of use, and improved translation

Current trends:

* Keeping up with recent developments in management system practices.

**7. How much is the implementation of the new standard going to cost?**

One of the goals of ISO/TC 176/SC 2 is to produce standards that will minimize any potential costs during a smooth implementation. Any additional costs may be considered as a value-adding investment. A key factor in the development of ISO 9001:2008 was to limit the impact of changes on users.

Contact at : contact@insparc.us ,09807465570

**8. Where can I obtain information on the revised standards?**

Your National Standards Body will give you additional information and the certification/registration bodies will be able to provide guidance on transitional arrangements in due course.

Contact at : contact@insparc.us ,09807465570

**9. Where can my organization go if it needs additional clarification or interpretation of the ISO 9001:2008 standards?**

The starting point for any individual request for an interpretation should be with the enquirer's National Standards Body. ISO Central Secretariat and ISO/TC 176/SC 2 cannot accept direct requests from individuals for interpretations of the ISO 9000 standards. ISO/TC 176 has a Working Group that only accepts formal requests for interpretations from the National Standards Bodies.

**10. Will my organization need a full reassessment once the revised standards are available?**

It is expected that conformity to the new ISO 9001:2008 standard will be evaluated by certification bodies during regular surveillance visits and that full reassessment will only take place once current certificates expire. However, it should be noted that ISO and the IAF have agreed that all certificates to ISO 9001 should be upgraded to ISO 9001:2008 within 2 years of publication of the amended standard.

**11. Will my organization have to re-write all its documentation?**

No. ISO 9001:2008 doesn’t introduce major changes to the requirements, when compared to ISO 9001:2000. However, to benefit from the changes, we suggest you get acquainted with the new version of the standard and the clarifications introduced. If, during your analysis of the clarifications you find there are differences from your current interpretation of ISO 9001:2000, then you should analyze the impact on your current documentation and make the necessary arrangements to update it. It is intended that the amendment of ISO 9001 will have minimal or no impacts on documentation.

**12. What are the benefits of the revised standards?**

For ISO 9001:2008 the major benefits are:

* Simple to use
* Clear in language
* Readily translatable and easily understandable
* Compatibility with other management systems such as ISO 14001.

For ISO 9004:

* Facilitates improvement in users’ quality management systems.
* Provides guidance to an organization for the creation of a quality management system that:  
  - creates value for its customers, via the products it provides  
  - creates value for all other interested parties   
  - balances all interested-party viewpoints.
* Provides guidance for managers on leading their organization towards sustained success.
* Forward compatibility to allow organizations to build on existing quality management systems.

**13. What are the main changes in ISO 9001:2008?**

ISO 9001:2008 has been developed in order to introduce clarifications to the existing requirements of ISO 9001:2000 and changes that are intended to improve compatibility with ISO 14001:2004. ISO 9001:2008 does not introduce additional requirements nor does it change the intent of the ISO 9001:2000 standard. Certification to ISO 9001:2008 is not an “upgrade”, and organizations that are certified to ISO 9001:2000 should be afforded the same status as those who have already received a new certificate to ISO 9001:2008

All changes between ISO 9001:2000 and ISO 9001:2008 are detailed in Annex B to ISO 9001:2008.

**14. What are the main benefits to be derived from implementing an ISO 9000 quality management system?**

The ISO 9000 standards give organizations an opportunity to increase value to their activities and to improve their performance continually, by focusing on their major processes. The standards place great emphasis on making quality management systems closer to the processes of organizations and on continual improvement. As a result, they direct users to the achievement of business results, including the satisfaction of customers and other interested parties.

The management of an organization should be able to view the adoption of the quality management system standards as a profitable business investment, not just as a required certification issue.

Among the perceived benefits of using the standards are:

* The connection of quality management systems to organizational processes
* The encouragement of a natural progression towards improved organizational performance, via:   
  - the use of the Quality Management Principles  
  - the adoption of a "process approach"  
  - emphasis of the role of top management  
  - requirements for the establishment of measurable objectives at relevant functions and levels  
  - being orientated toward "continual improvement" and "customer satisfaction", including the monitoring of information on "customer satisfaction" as a measure of system performance.  
  - measurement of the quality management system, processes, and product  
  - consideration of statutory and regulatory requirements.  
  - attention to resource availability

**15. How will the implementation of the amended standard help my organization to improve its efficiency?**

ISO 9001:2008 aims at guaranteeing the effectiveness (but not necessarily the efficiency) of the organization. For improved organizational efficiency, however, the best results can be obtained by using ISO 9004 in addition to ISO 9001:2008. The guiding quality management principles are intended to assist an organization in continual improvement, which should lead to efficiencies throughout the organization.

**16. What benefits are there to an organization implementing ISO 9004 ?**

If a quality management system is appropriately implemented, utilizing the eight Quality Management Principles, and in accordance with ISO 9004, all of an organization's interested parties should benefit. For example:

Customers and users will benefit by receiving the products that are:

* Conforming to the requirements
* Dependable and reliable
* Available when needed
* Maintainable

People in the organization will benefit by:

* Better working conditions
* Increased job satisfaction
* Improved health and safety
* Improved morale
* Improved stability of employment

Owners and investors will benefit by:

* Increased return on investment
* Improved operational results
* Increased market share
* Increased profits

Suppliers and partners will benefit by:

* Stability
* Growth
* Partnership and mutual understanding

Society will benefit by:

* Fulfillment of legal and regulatory requirements
* Improved health and safety
* Reduced environmental impact
* Increased security

**17. Are the standards compatible with national quality award criteria?**

The standards are based on 8 Quality Management Principles, which are aligned with the philosophy and objectives of most quality award programs.   
These principles are:

* Customer focus,
* Leadership,
* Involvement of people,
* Process approach,
* System approach to management,
* Continual improvement,
* Factual approach to decision making, and
* Mutually beneficial supplier relationships.

ISO 9004 recommends that organizations perform self-assessments as part of their management of systems and processes, and includes an annex giving guidance on this approach. This is similar to many quality awards program

* Principle 1: Customer focus
* Principle 2: Leadership
* Principle 3: Involvement of people
* Principle 4: Process approach
* Principle 5: System approach to management
* Principle 6: Continual improvement
* Principle 7: Factual approach to decision making
* Principle 8: Mutually beneficial supplier relationships

**18. Why is the requirement for monitoring "customer satisfaction" included in ISO 9001?**

"Customer satisfaction" is recognized as one of the driving criteria for any organization. In order to evaluate if a product meets customer needs and expectations, it is necessary to monitor the extent of customer satisfaction. Improvements can be made by taking action to address any identified issues and concerns.

**19. Can the standards improve "customer satisfaction"?**

The quality management system details that are described in the standards are based on Quality Management Principles that include the "process approach" and "customer focus". The adoption of these principles should provide customers with a higher level of confidence that products will meet their needs and increase their satisfaction.

**20. What is meant by "continual improvement"?**

Continual improvement is the process focused on continually increasing the effectiveness and/or efficiency of the organization to fulfill its policies and objectives. Continual improvement (where "continual" highlights that an improvement process requires progressive consolidation steps) responds to the growing needs and expectations of the customers and ensures a dynamic evolution of the quality management system.

**21. Should an organization define and document all its processes?**

The main purpose of documentation is to enable the consistent and stable operation of an organization's processes.

Although statutory, standards' or customer requirements may require certain documentation, there is no defined “catalogue”, or list of processes that has to be documented in ISO 9001, apart from the 6 indicated ones.

The organization should determine which processes are to be documented on the basis of:

* The size of the organization and type of its activities,
* The complexity of its processes and their interactions,
* The criticality of the processes and
* Availability of competent personnel.

A number of different methods can be used to document processes, such as graphical representations, written instructions, checklists, flow charts, visual media, or electronic methods.

**22. How much detail is required in process documentation?**

The extent of detail is likely to depend upon factors such as:

* the size of an organization and its types of activities,
* the complexity of its processes and their interactions, and
* the competence (level of education, training, skills and experience) of its personnel.

**23. What documentation is required by ISO 9001?**

ISO 9001:2008 refers specifically to only 6 documented procedures; however, other documentation (including more documented procedures not specifically mentioned in ISO 9001:2008) may be required by an organization, in order to manage the processes that are necessary for the effective operation of the quality management system. This will vary depending on the size of the organization, the kind of activities in which it is involved and their complexity. For further guidance, please ask to the ISO 9000 Introduction and Support Package module "Guidance on the Documentation Requirements of ISO 9001:2008"

**24. What does an organization need to do to comply with ISO 9001?**

When initially starting to use ISO 9001, an organization should familiarize its personnel with the Quality Management Principles, analyze the standards (especially ISO 9000 and ISO 9004), and consider how their guidance and requirements may affect your activities and related processes. If it then wishes to proceed to registration/certification, it should perform a gap analysis against the requirements of ISO 9001 to determine where its current quality management system does not address the applicable ISO 9001:2008 requirements, before developing and implementing additional processes to ensure that compliance will be achieved.

**25. What will happen to the 2000 version of ISO 9001?**

ISO 9001:2008 will supersede ISO 9001:2000 However, noting the IAF/ISO-CASCO/ISO TC176 agreement that accredited certification to the 2000 edition should remain possible for up to 2 years after the publication of ISO 9001:2008, copies of the 2000 edition will still be available on request from ISO and the national standards bodies during that period, and possibly for even longer.

**26. How soon can my organization seek certification to ISO 9001:2008?**

ISO 9001: 2008 certificates can only be granted after its publication as an International Standard.

**27. My organization is thinking about developing a Quality Management System to ISO 9001. Should we wait until the revised standards are published?**

No, you should not delay the introduction of the quality management system in your organization. Like those who are currently in the process of being registered /certified, anything you do now to lay the foundation of a quality management system within your organization will be beneficial.

**28. My organization is applying for ISO 9001 certification in 2008. What should I do?**

Organizations in the process of certification to ISO 9001:2000 are recommended to apply for certification to ISO 9001:2008, as soon it is published. Up to its publication you can still apply for certification to ISO 9001:2000.

**29. Is an organization's ISO 9001 certificate applicable to all of its products ?**

When an organization seeks to have its quality management system registered/certified to ISO 9001:2008, it is required to agree a "scope of certification" with its registrar/certification body. This will define the products to which the organization's quality management system is applicable, and against which it will be assessed. An organization is not obliged to include within its "scope of certification" all the products that it provides (note that the ISO 9000:2005 definition of "Product" includes "services"), but may be selective about those that are included. All applicable requirements of ISO 9001:2008 will need to be addressed by the organization's quality management system that covers those products that are included in the "scope of certification".

Customers should ensure that a potential supplier's "scope of certification “covers the products that they wish to order.

**30. What can an organization do if it is not able to comply with all of the requirements of ISO 9001?**

ISO 9001 allows for the exclusion of some of its requirements, but only if it can be shown that these requirements are not applicable to the organization .Exclusions are limited to the requirements given in Section 7 ("Product Realization"), where individual requirements may only be excluded if it can be shown that they do not affect the organization's ability to provide product that meets customer and applicable statutory or regulatory requirements. Justification for such exclusions is also required to be detailed within the organization's quality manual.

For example, if design activities are not required by an organization to demonstrate its capability to meet customer and applicable statutory /regulatory requirements, or if its product is provided on the basis of established design, then it may be able to exclude some of the "design" requirements but still be able to be registered/certified to ISO 9001:2008.

For further guidance, see the ISO 9000 Introduction and Support Package module: Guidance on ISO 9001:2008 clause 1.2 'Application'.

**31. How will a small organization be able to adapt the requirements of ISO 9001? What flexibility will be allowed?**

The requirements of the amended ISO 9001:2008 remain applicable to small, medium, and large organizations alike, and such organizations should acquaint themselves with the clarifications in ISO 9001:2008. ISO/TC 176 has published a handbook “ISO 9001 for Small Businesses – What to do?” giving specific advice to small businesses.

The requirements of ISO 9001 are applicable to small, medium, and large organizations alike. ISO 9001:2008 provides some flexibility, through clause 1.2 “Application”, on the exclusion of certain requirements for specific processes that may not be performed by the organization.

If, for example, the nature of your products does not require you to perform design activities, or if your product is provided on the basis of established design, you could discuss and justify the exclusion of these requirements with your certification/registration body (see also the ISO 9000 Introduction and Support Package module Guidance on ISO 9001:2008 clause 1.2 'Application'). However, individual organizations will still need to be able demonstrate their capability to meet customer and applicable statutory or regulatory requirements for their products, and will need to consider this when determining the complexity of their quality management systems. Further guidance for small businesses may be found in the ISO handbook: ISO 9001 for Small Businesses – What to do, Advice from ISO/TC 176

**32. What will happen to the ISO handbook “ISO 9001 for Small Businesses”?**

It remains fully applicable. A project has been started to update the handbook to reflect the changes in ISO 9001:2008.

Compatibility with ISO 14001:2004 has been maintained and enhanced. “Compatibility” means that common elements of the standards can be implemented by organizations in a shared manner, in whole or in part, without unnecessary duplication or the imposition of conflicting requirements.

**33. My organization provides services. Is the new ISO 9001:2008 applicable to us?**

ISO 9001 is equally appropriate to all sectors, including service providers. The standard is applicable to all types of organizations.

**34. My organization fulfils the ISO 9001:2000 requirements. What do I need to do?**

An organization who’s QMS fulfils the requirements of ISO 9001:2000 should check that they are following the clarifications introduced in the amended standard ISO 9001:2008.

ISO 9001:2008 has been developed in order to introduce clarifications to the existing requirements of ISO 9001:2000. It does not introduce additional requirements nor does it change the intent of the ISO 9001:2000 standard.

**35. What is the impact of ISO 9001:2008 on certification?**

Certification to ISO 9001:2008 is not an “upgrade”, and organizations that are certified to ISO 9001:2000 should be afforded the same status as those who have already received a new certificate to ISO 9001:2008.

ISO and the International Accreditation Forum (IAF) have agreed the following “Implementation Plan” with respect to accredited certification to ISO 9001:2008:

“Accredited certification to the ISO 9001:2008 shall not be granted until the publication of ISO 9001:2008 as an International Standard.

Certification of conformity to ISO 9001:2008 and/or national equivalents shall only be issued after official publication of ISO 9001:2008 (which should take place before the end of 2008) and after a routine surveillance or re-certification audit against ISO 9001:2008.

Validity of certifications to ISO 9001:2000

One year after publication of ISO 9001:2008 all accredited certifications issued (new certifications or re-certifications) shall be to ISO 9001:2008.Twenty four months after publication by ISO of ISO 9001:2008, any existing certification issued to ISO 9001:2000 shall not be valid.”

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| Certification Name | Cost | Difference |
| Norway | 10500 INR | IAF(International Faculty Association) certified  Audit support  Well known and valued certification with good Audit Team |

\*Certification is valid for three year

\*Surveillance audit charge : NO cost

**Document submission:**

**1. Company Registration copy**

**2. Firm Registration copy**

**3. Signed application form by company’s board of directors**