

How to create an ISO 9001:2015 process flowchart

WHITE PAPER

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Basic overview

The process approach is one of the main principles behind the ISO 9001:2015 standard, and a process flowchart is a part of it. Besides fulfilling the requirements from clause 4.4 of the standard, management can use the process flowchart to get the full picture of all processes and their interactions within the organization.

A good process flowchart must contain all processes within the organization, categorized by their type and order of execution, so it will provide the overall picture of the whole Quality Management System (QMS).

Customer focus is the main principle of ISO 9001:2015, so the whole QMS should be within the context of identifying customer requirements and achieving customer satisfaction. A process flowchart can be used to demonstrate the customer focus of the organization.

Example of a process flowchart

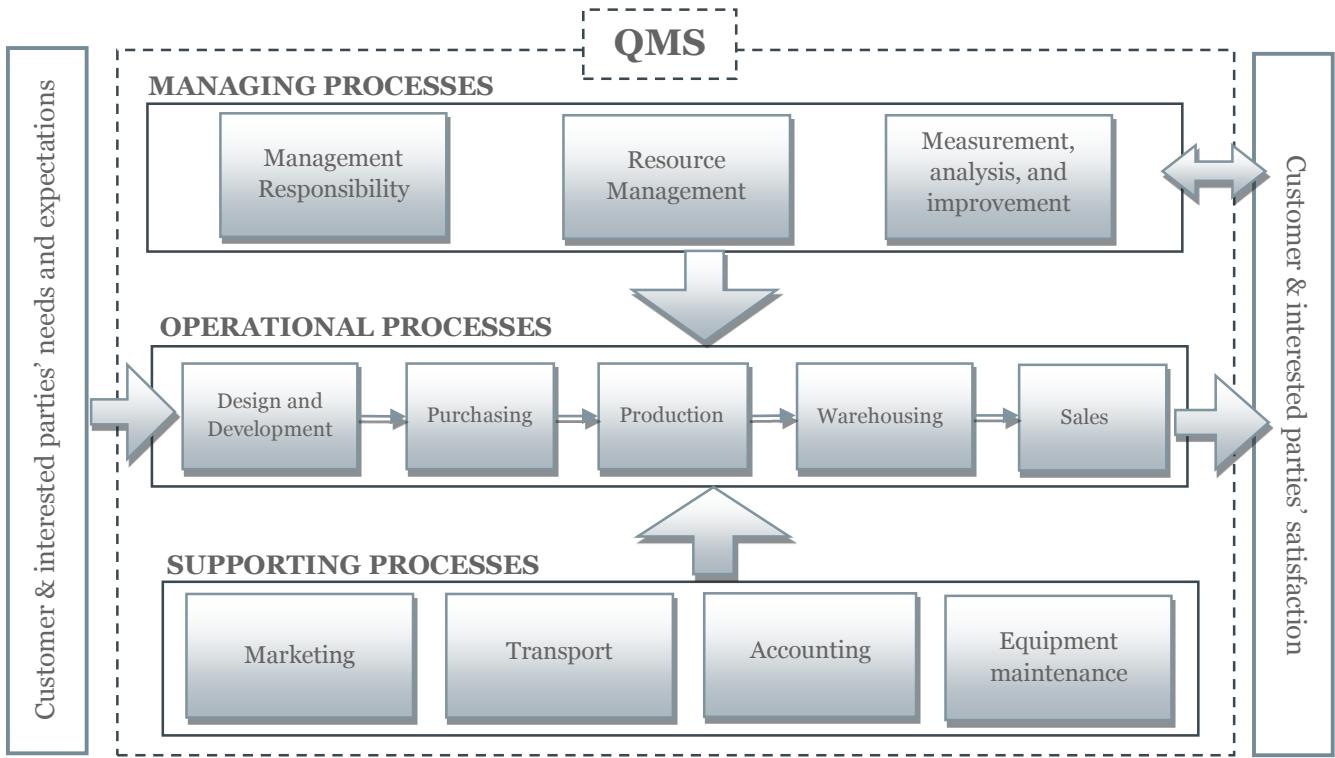


Figure 1: Process Map

Explanation of terms

The **process flowchart** is a graphical overview of all processes in the organization; it helps with managing processes and facilitates tracking process performance and effectiveness. By using a process flowchart, you can easily and effectively fulfill the requirements of clause 4.4 of ISO 9001:2015.

A **process** is a set of interrelated or interacting activities that transforms inputs into outputs. These activities require allocation of resources such as people and materials.

Processes can be divided into three basic groups: management processes, operational processes, and supporting processes.

The **process approach** is a way of applying the processes as a system, defined as the network of the processes and their interactions, and thereby creating added value.

Management processes are the processes of planning and providing resources for basic and supporting processes, and monitoring and measuring overall performance of the Quality Management System and customer satisfaction.

Operational processes are the core processes, directly related to the realization of the product and/or service. These processes usually are placed in the center of the process flowchart, providing the added value. They have a complete customer view, from the knowledge of customer requirements necessary for the realization of the product and/or service to the assessment of customer satisfaction once the product and/or service has been delivered.

Supporting processes are the processes that provide the necessary resources for the correct functioning of all other processes. Even though they don't provide added value to the product and/or service, they are still crucial.

Examples of the most common processes in an organization

Management processes

- **Management responsibility** is the process of defining responsibilities, policies, and strategies for the organization. Click here to see an example of the [Procedure for Management Review](#).
- **Resource management** is the process where top-level management provides financial and other resources in order to ensure the execution of other processes. Click here to see an example of how human resources are managed: [Procedure for Competence, Training and Awareness](#).
- **Measurement, analysis, and improvement** is the process where management demonstrates conformance to requirements for products (e.g., Procedure for Management of Nonconformities and Procedure for Measuring Customer Satisfaction) and processes (e.g., Matrix of Key Performance Indicators), conformance to the Quality Management System (e.g., Procedure for Internal Audit), and continual improvement (Procedure for Continual Improvement). Click here to see examples of the [Procedure for the Management of Nonconformities and Corrective Actions](#), [Procedure for Measuring Customer Satisfaction](#), [Matrix of Key Performance Indicators](#), and [Procedure for Internal Audit](#).

Operational processes

- The **sales process** includes a series of activities, from recording the customer's request to delivery of product and service. Click here to see an example of the [Sales Procedure](#).
- The **design and development** process is the process of designing and developing a new product or service according to customers' requirements or market surveys. Click here to see an example of the [Procedure for Design and Development](#).
- The **purchasing** process is the process of acquiring necessary resources for the execution of the Production and Service Provision process. Click here to see an example of the [Procedure for Purchasing and Evaluation of Suppliers](#).
- The **Production and Service Provision** process is one of the main processes that create value for your organization. Click here to see an example of the [Procedure for Production and Service Provision](#).
- The **warehousing** process is the process of storing finished products prior to transport and raw materials necessary for production. Click here to see an example of the [Warehousing Procedure](#).

Supporting processes

- **Marketing** is the process of finding a way to discover unfulfilled customer needs and bring to market products and services that satisfy those needs.
- **Transport** is the process of delivery of products to a customer.
- **Accounting** is a sequence of activities involving the recording of how cash is received and paid out in a company or organization.
- **Equipment maintenance** is the process of maintaining equipment through preventive maintenance and repairs in order to prevent production halt due to malfunctioning. Click here to see an example of the [Procedure for Equipment Maintenance and Measuring Equipment](#).

Useful resources

These online materials will help you with ISO 9001:2015 implementation:

- [ISO 9001 Documentation Toolkit](#) – full set of documents with expert support.
- [ISO 9001 Foundations Course](#) – free online training that explains the basics of the standard, and the implementation steps.
- [ISO 9001 Lead Implementer Course](#) – free online training that explains everything you need to know about ISO 9001, plus how to become an independent consultant for implementing a Quality Management System (QMS).



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