

# Put quality at the heart of your business

Upgrade your Factory Production  
Control system to ISO 9001:2015

**A Whitepaper for manufacturers**



While your Factory Production Control (FPC) system gives you a certain level of control, ISO 9001:2015 could deliver a lot more value and significantly increase the performance of your business.

The good news is that you can easily upgrade your FPC to the world's most popular quality management system standard and start reaping the benefits. This whitepaper first looks at the differences between FPC and ISO 9001, before explaining the transition journey and benefits of adopting the 2015 revision of this international standard.

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## Factory Production Control Systems. **An overview.**

The roots of FPC can be traced all the way back to Taylor's principles of workshop management in the early twentieth century as well as BS 5750, the predecessor to ISO 9001. In fact, it is estimated today that up to 60% of FPC is similar to the contents of ISO 9001.

Often referred to as a 'documented quality system', FPC is a commonly used approach to manufacturing used in the field of engineering in particular. However, this is only a very basic system of control to show that a product can be manufactured in accordance with a standard or a customer's requirement. A basic FPC will therefore require the manufacturer to demonstrate:

- How they manufacture products
- How they manufacture products according to the standard
- How they test products (and the system used for this)
- Consistent testing of products
- The involvement of trained and qualified people
- Well-designed products
- Properly documented product drawings
- How they deal with non-conformities. Some FPCs may also include references to 'corrective actions'.

Ultimately, the purpose of any FPC is to systematically control the manufacturing process – all within the boundaries set by specifications, standards and/

or regulations. The system is also designed to maintain records of the measurements and checks that are carried out. These records will contain evidence of corrective actions where non-conformities are identified and offer full traceability from the start of the process, right through to customer delivery.

Factory Production Control Systems are also underpinned by a Quality Plan which in theory should be reviewed regularly and updated if any shortfalls are identified. Typical areas covered in the Quality Plan are Health and Safety, Training, Quality Control, Plant Maintenance, Record Keeping, Customer Service and Production Control.

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## **ISO 9001:2015.** Why upgrading makes sense

BSI shaped the original standard that became ISO 9001 – BS 5750 – and has since worked with tens of thousands of organizations, helping them embed the standard and continuous performance improvement. Globally, over 1 million organizations have certified to ISO 9001 since it was first published making it the most popular quality management system.

The latest version of the standard, ISO 9001:2015 represents a step change in management systems as it transforms this widely adopted quality management system into a framework for strategic business improvement. It has been revised to

bring quality right into the heart of an organization and when organizations embrace the new standard it will help them to deliver significant business benefits. Top management are now required to take a more active role in the new standard. They have a responsibility to make sure that the rest of the organization is aware of how they contribute to the organizations goals and strategic objectives. This should foster a more collaborative culture, and enable organizations to adopt a more efficient, client-focussed process approach than ever before.

# What are the differences between **FPC** and **ISO 9001:2015**?

Unlike ISO 9001:2015, FPC doesn't require management reviews, internal audits, performance measurement or evaluation with regards to quality, or a mechanism for dealing with complaints. Without these in place, it is challenging to improve performance and customer

satisfaction. FPC also fails to tackle the root cause of quality problems.

Another downside of FPC is that there is no specific standard for it – so therefore no blueprint exists to follow. ISO 9001:2015 on the other hand has a clear structure.

Considering all the above mentioned differences, it is fair to say that ISO 9001:2015 is widely considered as a more robust system than FPC and also has much higher levels of recognition.

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## What are the **benefits** of upgrading to **ISO 9001:2015**?

### Enhance your reputation

ISO 9001:2015 is a globally recognised method of quality management and so gaining third party certification, will help organizations to publically demonstrate their achievement and enhance their reputation.

### Win new business

As ISO 9001 is often a requirement in tender documents and so certification can gain access to new opportunities and help to win new business.

### Improve client and stakeholder confidence

Taking a risk-based approach to quality is essential to become ISO 9001:2015 certified. This means the likelihood of achieving stated objectives is improved, outputs are more consistent and customers can be confident they will receive the expected product or service. Risk-based thinking also establishes a proactive culture of improvement, assures the consistent quality of goods or services, improves customer and stakeholder confidence, and builds a strong knowledge base.

### Increase efficiency and lower costs

Use of a process approach is required in ISO 9001:2015. This helps integrate and align processes and puts a focus on the effectiveness of a process. It means that there should be increased transparency within an organization, lower costs and shorter cycle times.

### Deliver strategic objectives

FPC systems fail to look at the context of the organization whilst ISO 9001:2015 has a specific clause dedicated to this. This has been included to give all organizations the opportunity to create a quality management system that is tailored to their own organizational needs, aligned to their strategic direction, and adds value. This is a major shift as it makes ISO 9001:2015 a far more flexible and agile business improvement tool whilst in the past there was a chance that quality management could end up being siloed. This new element of the standard will ultimately help businesses respond better to clients and stakeholders alike.

### Optimize resources

Top management are required to be more involved in the new version of ISO 9001. This means they will now have to ensure the right resources are available and communicate the quality policy to all employees so that they understand how they contribute to it. This is not currently required by FPC.

## Our clients say...

“We’re a very customer-focused business and ISO 9001 allows us to reduce risk, improve customer relations and ensure we are meeting each customer’s needs – something we feel is unique in the market.” *Tony Blanch – Costain*



## Upgrading to ISO 9001:2015

With the 2015 version of ISO 9001 now published and ready, you can start to build a robust, internationally recognised quality management system:

- 1 **Buy a copy of the Standard as soon as possible.**
- 2 **Visit [bsigroup.com/isorevisions](http://bsigroup.com/isorevisions)** for the latest support material and whitepapers. These include The Importance of Leadership; Process vs Procedure; and The Importance of Risk in Quality Management.
- 3 **Attend one of our training courses** to help you fully understand the standard.
- 4 **Download our Implementation Toolkit** (Transition Guide, Self-assessment Guide; Mapping Guide and Internal Communications Pack).

## About BSI

BSI (British Standards Institution) is the business standards company that equips businesses with the necessary solutions to turn standards of best practice into habits of excellence. Formed in 1901, BSI was the world’s first National Standards Body and a

founding member of the International Organization for Standardization (ISO). Over a century later it continues to facilitate business improvement across the globe by helping its clients drive performance, manage risk and grow sustainably through the

adoption of international management systems standards, many of which BSI originated. With over 80,000 clients in 172 countries, BSI is an organization whose standards inspire excellence across the globe.

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