



IQNet improves your quality - everywhere

IQNet 9004

The path towards excellence



For information please contact:

IQNet Secretariat

Bernstrasse 103, P.O. Box,

CH-3052 Zollikofen, Switzerland

phone: +41 31 910 35 90 fax: +41 31 910 35 99

E-mail: headoffice@iqnet.ch

or visit the IQNet website

with links to all IQNet partners

www.iqnet-certification.com

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THE INTERNATIONAL CERTIFICATION NETWORK: THE ASSOCIATION OF WORLD'S FIRST CLASS CERTIFICATION BODIES

Practical path towards excellence

The new ISO 9001:2000 standard has opened up the path towards business excellence.

This aims at the stepwise improvement through intensified process management and integration of further elements resulting in increased business success.

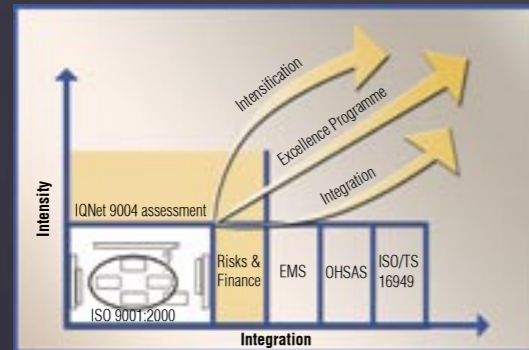
IQNet 9004 is the practical path towards business excellence:

- providing support to the user's fitness for improvement
- reflecting an ideal bridge between ISO 9001:2000 and TQM (EFQM, IBEC, etc.)
- offering a tool to measure and manage progress

IQNet is an assessment model based on:

- QMS requirements according to ISO 9001:2000 (baseline requirements)
- improvement criteria according to the ISO 9004:2000 improvement guideline and the additional IQNet performance specifications (performance requirements)

The assessment of all processes and the certification of the organization is carried out in one step.



Benefits

- sound evaluation of all business processes with experienced assessors
- strengthening the customer focus and inclusion of interested parties' views
- highlighting the improvement potential (scoring model)
- orientation towards success factors to increase quality and efficiency
- facilitating the integration of additional elements (risk management, health and safety at work, etc.)
- for all users of ISO 9000 a logic step towards excellence by one step certification and assessment process

Conduct of the IQNet 9004 assessment

An IQNet 9004 assessment combines two assessment elements leading to results for:

- the fulfilment of the requirements of ISO 9001:2000 (certification)
- the fulfilment of the excellence criteria specified under IQNet 9004 (scoring profile)

A specific tool used by IQNet assessors contains the complete set of assessment criteria.

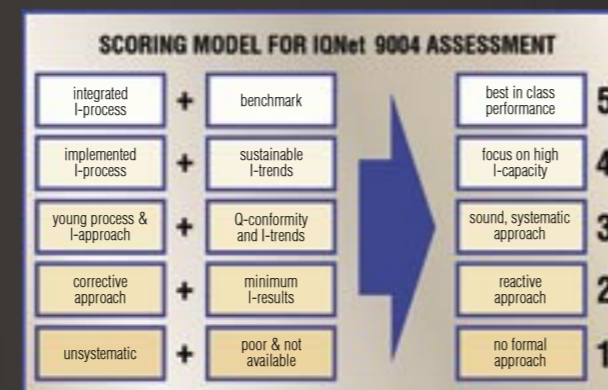
The assessment report contains:

- findings and conclusions regarding ISO 9001:2000
- the scoring result to the IQNet 9004 criteria (see picture on the right)
- a list with identified strengths and areas for improvement

Preparing steps for acquiring the IQNet 9004 attestation

To perform a successful IQNet 9004 assessment and awarding the following steps should be undertaken:

1. Build the commitment to apply IQNet 9004 as an improvement programme
2. (Free) Conduct a pre-discussion with your IQNet assessor to become familiar with the model (ask for a first "Q-fit" evaluation profile)
3. The existence of a certified management system according to ISO 9001:2000 is a precondition to apply for the IQNet 9004 assessment
4. Determine your own weighting (weights from 1 to 3) of all assessment elements in order to focus on core processes and success factors. This helps you to highlight priority, improvement potential and future progress of such elements (see picture on the right)
5. Ask your IQNet partner for the conduct of the IQNet 9004 assessment



ASSESSMENT ELEMENTS	Result	Weighting 1-3	Result weighted	SCORING														
				1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
1 QMS	3,5	2	7	[Bar chart showing performance level and improvement potential]														
2 Documentation	4,2	1	4,2	[Bar chart showing performance level and improvement potential]														
3 Application of the QMS principles	3,3	3	9,9	[Bar chart showing performance level and improvement potential]														
4 Management responsibility	3,6	3	10,8	[Bar chart showing performance level and improvement potential]														
5 Requirements & interested parties	4,6	2	9,2	[Bar chart showing performance level and improvement potential]														
6 Quality policy	4,3	2	8,6	[Bar chart showing performance level and improvement potential]														
7 Planning	3,6	2	7,2	[Bar chart showing performance level and improvement potential]														
8 Responsibility, authorities and communication	3,8	2	7,6	[Bar chart showing performance level and improvement potential]														
9 Management review	4	1	4	[Bar chart showing performance level and improvement potential]														
10 Management of resources	3,5	2	7	[Bar chart showing performance level and improvement potential]														
11 Personnel	2,5	2	5	[Bar chart showing performance level and improvement potential]														
12 Infrastructure	4,1	3	12,3	[Bar chart showing performance level and improvement potential]														
13 Work environment	3,9	3	11,7	[Bar chart showing performance level and improvement potential]														
14 Information	3,4	2	6,8	[Bar chart showing performance level and improvement potential]														
15 Suppliers and partnership	4	2	8	[Bar chart showing performance level and improvement potential]														
16 Natural resources	—	—	—	[Bar chart showing performance level and improvement potential]														
17 Finances	3,3	2	6,6	[Bar chart showing performance level and improvement potential]														
18 Product/service realisation, general	3,2	1	3,2	[Bar chart showing performance level and improvement potential]														
19 Processes with interested parties	3,5	2	7	[Bar chart showing performance level and improvement potential]														
20 Design and development	3,9	3	11,7	[Bar chart showing performance level and improvement potential]														
21 Procurement	4,1	2	8,2	[Bar chart showing performance level and improvement potential]														
22 Production and service delivery	3,4	3	10,2	[Bar chart showing performance level and improvement potential]														
23 Control of monitoring and measurement equipment	3,8	2	7,6	[Bar chart showing performance level and improvement potential]														
24 Measurement, analysis and improvement	3	1	3	[Bar chart showing performance level and improvement potential]														
25 Monitoring	3,7	2	7,4	[Bar chart showing performance level and improvement potential]														
26 Control of nonconformities	3,4	1	3,4	[Bar chart showing performance level and improvement potential]														
27 Data analysis	4,2	2	8,4	[Bar chart showing performance level and improvement potential]														
28 Improvement	3,1	3	9,3	[Bar chart showing performance level and improvement potential]														
Average result (incl. requirement 3.3 and weight element below 3)	3,7			[Legend: Red = Weighted score (performance level), Yellow = Weighted improvement potential]														

6. Use the assessment result for your ongoing improvement
7. Assure the requested performance level and maintain the IQNet 9004 attestation during its validity period
8. Combine the surveillance audits ISO 9001:2000 with the IQNet 9004 attestation upholding

IQNet 9004 attestation requires a minimum performance level. Users need to demonstrate this by reaching

- an average scoring result for all evaluated elements of at least 3.3
- a scoring of at least 3.0 for part elements

IQNet 9004 provides continual support along the path towards business excellence.

Awarding and IQNet 9004 attestation

The successful IQNet 9004 assessment leads to the granting / upholding of

- the ISO 9001:2000 certificate (proof of the effective management system)
- the separate IQNet 9004 attestation permitting the use of the IQNet 9004 label (proof of the high improvement fitness)

Both documents have a duration of validity of 3 years. The fulfilling of the requirements is subject of yearly surveillance.

