



Planning for the ISO 9000:2000 standard

We have been asked a lot recently what is different about planning in the new standard so here are some thoughts, which we hope prove interesting and useful.

Overall planning for the business

You have to show you are carrying out strategic planning. In ISO 9000 terms, that means having some sort of sales forecast or budget and from that calculating whether you need additional staff with certain skills, additional training, additional equipment or even new premises. Strategic planning may mean reviewing use of carriers for delivery, new types of business or anything else undertaken by the Directors.

You also have to show you have considered the Work Environment and Health and Safety of staff as part of this overall planning.

Continuous improvement also has to be planned. In response to the statistics on your internal objectives and customer feedback, you need to plan how improvements can be achieved. You are almost certainly carrying out other non-measurable improvements all the time and clearly this should continue too.

Planning the overall schedule of work

Planning is required in order to show how a process is to be rolled out. This may include:

- Production planning including a schedule, method statements or samples, inspection checklists and packing specifications.
- Servicing including how to meet any response time guarantees and the use of standby rotas for engineers.
- In construction, it would include what materials to buy from where and which subcontractors to use.
- Planned maintenance on company equipment
- Interfaces with customers and suppliers
- Training of staff in different skills for different products including new ones
- Design C E File
- Overall stock policies
- What level of "In Stock" do we aim for what will Re-Order Quantity and Re-Order Levels be.
- Do we order Bill Of Material just for firm orders or for stock too or do we plan to hold finished goods or do we just over-make batches when customers place orders and hold the rest of the batch as finished goods.
- Tooling lead times can be lengthy. How can we minimise them.
- Health and safety eg storage of hazardous materials
- Issue of protective equipment to staff
- Safe working arrangements
- Safe installation methods
- Safe operating instructions for customers
- Regulations applying to us in our industry (as well as ISO and Health and Safety)
- Plan what to measure for continuous improvement



Planning of design of new products / projects

This is based on capabilities and market research or discussions with existing customers on their needs. This could include:

- Individual orders – how to carry them out
- Program
- Scheduling
- Bill of Material
- Use of subcontractors
- Special method statements
- Special inspection requirements
- External inspections
- Tool backups
- Installation – who, where and when
- Servicing required for new products
- Schedule for roll out
- Call out engineers standby rota
- Plan a standard kit list of parts & equipment in engineers vans or cars
- Plan spares stock to be held
- In the automotive industry you may need to prepare PPAPs. (if you need to know what these are give us a ring). They may include Gauge R and R Studies, FMEAs, Control Plans or design FMEAs.

Other Planning

Don't forget you are carrying out lots of other planning too. You plan your calibrations, your training, your audits, your stores, your IT strategy, and your designs if you do design.

We hope you thought this useful. If you have any queries or comment, please call us on

+44 (0)1270 663397 or +44 (0)1799 506151