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Quality management systems — Guidelines for the application of ISO 9001:2015 in police organizations

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 176, *Quality management and quality assurance*.

This first edition cancels and replaces IWA 12:2013, which has been technically revised.

The main changes are as follows:

— the guidance of technical content for policing in ISO 9001:2015 has been updated;

— the structure has been changed to the ISO harmonized structure for management system standards.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

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Introduction

0.1 General

In this document, exact replication of the text reproduced from ISO 9001:2015 is placed in boxes to distinguish it from guidance given for each clause.

Reference by police organizations to this document may be used in conjunction with reference to ISO 9001.

ISO 9001:2015, ***Quality management systems — Requirements***

Introduction

0.1 General

The adoption of a quality management system is a strategic decision for an organization that can help to improve its overall performance and provide a sound basis for sustainable development initiatives.

The potential benefits to an organization of implementing a quality management system based on this International Standard are:

a) the ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements;

b) facilitating opportunities to enhance customer satisfaction;

c) addressing risks and opportunities associated with its context and objectives;

d) the ability to demonstrate conformity to specified quality management system requirements.

This International Standard can be used by internal and external parties.

It is not the intent of this International Standard to imply the need for:

— uniformity in the structure of different quality management systems;

— alignment of documentation to the clause structure of this International Standard;

— the use of the specific terminology of this International Standard within the organization.

The quality management system requirements specified in this International Standard are complementary to requirements for products and services.

This International Standard employs the process approach, which incorporates the Plan-Do-Check-Act (PDCA) cycle and risk-based thinking.

The process approach enables an organization to plan its processes and their interactions.

The PDCA cycle enables an organization to ensure that its processes are adequately resourced and managed, and that opportunities for improvement are determined and acted on.

Risk-based thinking enables an organization to determine the factors that could cause its processes and its quality management system to deviate from the planned results, to put in place preventive controls to minimize negative effects and to make maximum use of opportunities as they arise (see Clause A.4).

Consistently meeting requirements and addressing future needs and expectations poses a challenge for organizations in an increasingly dynamic and complex environment. To achieve this objective, the organization might find it necessary to adopt various forms of improvement in addition to correction and continual improvement, such as breakthrough change, innovation and re-organization.

In this International Standard, the following verbal forms are used:

— “shall” indicates a requirement;

— “should” indicates a recommendation;

— “may” indicates a permission;

— “can” indicates a possibility or a capability.

Information marked as “NOTE” is for guidance in understanding or clarifying the associated requirement.

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Ensuring that citizens have trust in their police organizations is very important. Police organizations have a vital role in maintaining social stability and creating a healthy, sustainable economic environment for development and investment.

This document will benefit police organizations that are seeking to provide coherent and harmonized police services. It supports the development of the police organization to achieve its desired strategies and goals. When interested parties begin to show high levels of satisfaction and confidence, governments can realize the cost-benefit analysis of a police organization by adopting this document. Police organizations benefit when they demonstrate their ability to logically and consistently meet the needs of their customers (citizens, users, beneficiaries).

A quality management system can help to direct and control a police organization's activities, processes and resources to satisfy its interested parties.

A quality management system can help to structure processes, resources and documentation needed by the police organization.

It is important in society for citizens to feel secure and for communities to have stability. It is a strategic decision for police organizations seeking to provide high-quality services to adopt a quality management system. This helps organizations:

— to achieve their strategies and objectives;

— to promote ongoing feelings of safety and protection;

— ensure the effective handling of crime situations;

— to prevent and reduce crime;

— to provide a safe environment for all.

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This document provides guidance for police organizations on understanding and implementing a quality management system. It should be read in conjunction with ISO 9001:2015 to meet the needs and expectations of their citizens and interested parties.

This document does not prescribe mandatory approaches to implementation. This document does not provide any preferred method of interpretation. Finally, this document does not add, reduce or modify in any way the requirements of ISO 9001:2015. An objective of this document is to align the essential services of police organizations with quality management principles. This can be achieved by establishing links between organizations and by facing the needs of the customers/citizens in an integrated manner (see Annex A).

This document refers to ISO 9000, ISO 9001, ISO/TS 9002, and associated standards, with the practice and terminology commonly deployed in the context of policing systems.

NOTE The use of the terms and definitions presented in this document can vary. Variation can be in accordance with the culture, practices and customs of each location and region in which the police organization is located.

The quality management system in a police organization can be influenced by:

— policies;

— objectives;

— legal and regulatory requirements;

— diverse work methods;

— resource availability;

— administrative practices that are specific for the context.

Therefore, with so many variables to consider, it can be expected that the details of one police organization's quality management system vary from another. The specific processes can vary significantly but the overall

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