INTERNATIONAL STANDARD

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18091

Quality management systems — Guidelines for the application of ISO 9001 in local government

Systèmes de management de la qualité — Lignes directrices pour l'application de l'ISO 9001 à la collectivité locale

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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 documents 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).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

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 second edition cancels and replaces the first edition (ISO 18091:2014), which has been technically revised. The main changes compared with the previous edition are:

— the guidelines for ISO 9001:2015 have been updated;

— the structure has been changed to the ISO high level structure for management system standards;

— Annexes A and B have been switched;

— Annex A has been updated, including adding references to the United Nations Sustainable Development Goals;

— a description of citizen observatories has been added in a new Annex C;

— an example how to use this document with other local government assessment systems has been added in a new Annex D.

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.

Introduction

0.1 General

One of the great challenges that societies face today is the need to develop and maintain citizens' confidence in their governments and their institutions. In meeting this challenge, local governments have a mission to enable the development of a socially responsible and sustainable local community.

Achieving and maintaining a high-level of quality in how local governments operate can result in sustainable economic prosperity and social development at local levels. This includes interacting with national and regional policies in coherent, consistent and compatible ways.

Citizens expect local government to provide high-quality public products and services such as safety and security, well-maintained roads, public transportation, efficient processing of documents, transparency and accessibility of public information, health, education and infrastructure, among others. Citizens want local government to represent them and to protect or enhance their way of life.

It is possible to build stronger, more reliable and effective public policy networks at national, regional and international levels if local governments adopt quality management systems with the aim to improve their public products and services.

Improving the performance of local government can stimulate the whole system of government to provide better results overall. Applying a coherent approach across government can help to create reliable and sustainable governments at local, regional and national levels.

This document provides guidelines for local governments on understanding and implementing a quality management system that meets the requirements of ISO 9001:2015 and the needs and expectations of their citizens and other relevant interested parties.

A principle of this document is to help to make politically viable what is technically essential in local governments and their territories (see Annex A). This can be achieved by establishing links between government, citizens and governors (from the bottom to the top, see Annex C) and by facing the needs of the customers/citizens in an integral manner (see Annex B).

Annex A gives a diagnostic model that can be used as a starting point for implementing a comprehensive quality management system for reliable local government. The International Foundation for Reliable Local Governments (FIDEGOC) has the rights of these principles and share them for use in this document. Annex B provides information about typical local government processes. Annex C describes the creation of an integral citizen observatory that uses this document as a tool for citizen participation and for accountability of local government. Annex D describes how this document can help to translate different assessment systems, contents or subject matters, e.g. the United Nations Sustainable Development Goals (UN SDGs), into the indicators of public policy networks found in the diagnostic model given in Annex A.

The relative stages of implementing the quality management system and the role of this document are shown in Figure 1.
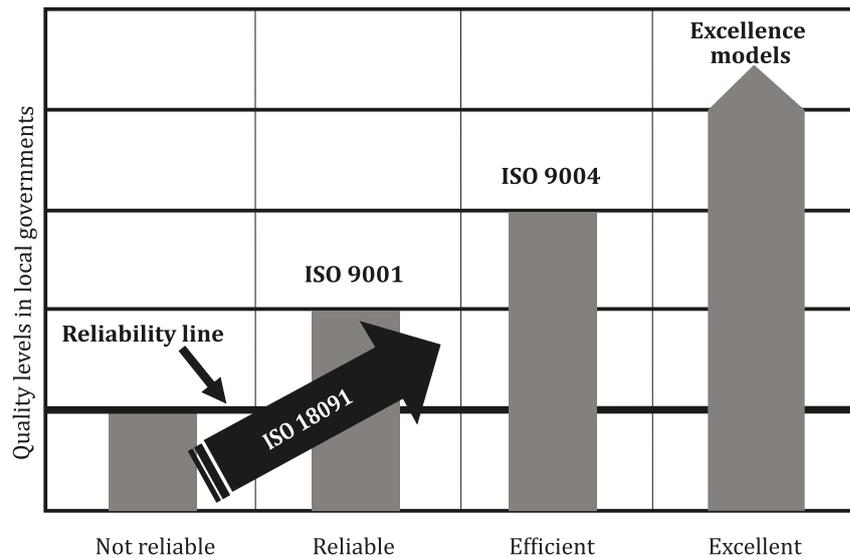
Figure 1 — Diagram showing the role of this document

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

NOTE 1   Local governments seeking to improve themselves could consider the use of an excellence model to further develop the maturity of the organization and the level of its performance. Well-known excellence models include the European model for quality management (EFQM), the Malcolm Baldrige model for excellence in United States, The Deming Prize in Japan, and a number of national excellence award models used in different countries or regions. These excellence models aim to improve the satisfaction of all relevant interested parties and the sustainable development of the organization. Further information about these excellence models is available from the websites of the organizations representing the models.

NOTE 2   More examples of how the annexes can be used can be found at www.iso18091.org.

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.