IZOGOOD® 9001
DECRYPTING ISO 9001 WHILE HAVING FUN

pqb

GAMER'S BOOKLET

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1. Rules of the game

The game is intended for one person, but nothing prevents playing in a small group, it will be much more fun.

A gaming session lasts on average between half an hour and 2 – 3 hours. You can play as many times as you like during your 60-day access and learn a lot about the ISO 9001 standard.

The goal of the game is to get to the last space (Arrival) as quickly as possible.

The standard requirements and comments are on this page. A free quiz on ISO 9001 requirements is provided at the top of the page. This allows you to discover, decrypt and become familiar with the requirements of the standard.

Having a copy of the ISO 9001 standard at hand (not supplied with the game) is a prerequisite.

The board of the game is a city and a journey of the car.

At the top left you have a watch with the elapsed time. At the top right you have a help and a button to quit the game.

At the bottom left you have a button to mute the sound. At the bottom in the middle you have the total of stars earned. At the bottom right you have a button with a link to the ISO 9001 requirements page.

At the beginning the car is parked at the Start space.

The game starts by clicking on the Start button.

The sequence of boxes (types of cards) is as follows:

- RISK - threat or opportunity - silver
- MCT - multiple choice test - green
- PRACTICE - good or bad practice - orange
- CASE – situation, challenge and solutions - blue

Each type of card contains 50 cards, the response of each card is linked to a paragraph of the ISO 9001 standard version 2015.

Each card is shown with the following steps:

- step 1. The back of the card with the type of card, the number (from 1 to 50) and the number of stars (from one to three) in blue, white and red
- step 2. The type of card, its number, the question (for example: Is the following statement more of a threat or an opportunity?), the statement (for example: The scope of the QMS describes the main activities of the company) and the star
- step 3. Possible answers (sometimes more than one answer is correct) a green emoji (for a correct answer) and a red emoji (for a wrong answer)
- step 4. The paragraph of the standard and a comment for the correct answer or a comment for the incorrect answer

The car starts and lands on the Risk space.

The card number is random. In relation to the difficulty of the question the stars are one, two or three.
If you guessed the correct answer, the car advances as many spaces as the question contained stars.

If you have not guessed the correct answer (or answered partially) the car stalls on the same space and the next card will be of the same type.

If you land on a Joker space, the car moves forward 3 spaces.

If a second person is next to you and has printed this booklet, the difficulty of the game can be increased by asking, among other things, these questions:

- What is the clause and sub-clause (paragraph) of the standard related to the question asked?
- Can you give an example from your department related to this question?

When you have arrived for the first time at the Arrival space, you can download your Certificate of participation in the IZOGOOD ® 9001 game.

The educational objectives of the game are to allow each player:

- identify whether a risk is more of a threat or an opportunity
- enrich their knowledge of the requirements of the standard thanks to multiple choice questions
- to guess if a statement is rather a good or a bad practice
- to study for each proposed case the situation, the challenge and to find the right solution
- to decrypt the clauses and paragraphs of the standard and to assimilate the requirements

Some questions have a hint of humor. Dare to be sincere, it's just a game. 🙂

A bias is inevitable as to the "right answers" to be retained, in particular for the RISK or PRACTICE cards.

Below are two examples:

First example: RISK 01 card. Is the following statement more of a threat or an opportunity? "The most important thing is that the company's strategy has been established in the past"

One could answer that it is a threat or an opportunity but it depends on the date on which the strategy was defined.

If you answer that it is a threat, you are right because it is not specified when the previous strategy was developed (one year ago, 10 years ago). So there is missing information. But you might say it's an opportunity because you think "in the past" means 2-3 years.

Second example: PRACTICE card 02. Is the following statement more of a good or bad practice? "To determine the challenges of the context, the analysis of the competitive environment is a priority"

One could answer that it is a good practice or a bad practice but it depends on the understanding of what takes priority. It is relative because each company has a particular

context and a way of determining the issues. We believe this is a bad practice because top management must first determine the internal and external issues. But it is legitimate to answer that it is a good practice because there is not really an order of priority to determine the issues of the context where all the interested parties are to be analyzed.

Thus, the answers and the relevance of the comments presented are relative, in the end the truth is sometimes questionable.

The IZOGOOD game was created and produced with great care. Thank you in advance for informing us of any points of progress that you have identified via this link: https://www.pqbweb.eu/contact.php

2. Glossary

The beginning of wisdom is the definition of terms. Socrates

Some specific quality terms:

Audit: *a systematic and independent survey to determine whether activities and results comply with pre-established measures and are capable of achieving the objectives*

Audit evidence: *demonstrably true data related to audit criteria*

Concession (after production): *written authorization to deliver a nonconforming product*

Conformity: *fulfillment of a specified requirement*

Continual improvement: *permanent process allowing the improvement of the global performance of the company*

Corrective action: *action to eliminate the causes of nonconformity or any other undesirable event and to prevent their recurrence*

Customer: *anyone who receives a product*

Customer satisfaction: *top priority objective of every quality management system related to the satisfaction of customer requirements*

Documented information: *any support allowing the treatment of information*

Effectiveness: *capacity to realize planned activities with minimum effort*

Efficiency: *financial relationship between achieved results and used resources*

External provider (supplier): *an entity that provides a product*

Indicator: *value of a parameter, associated with an objective, allowing the objective measure of its effectiveness*

Inspection: *the actions of measuring, testing and examining a process, product or material to establish whether requirements are met*

Interested party: *person, group or company affected by the impacts of an organization*

Management review: *a periodic survey carried out by top management of the management system for its continual improvement*

Management system: *set of processes allowing objectives to be achieved*

Nonconformity: *non-fulfillment of a specified requirement*

Organization (company): *a structure that satisfies a need*

Performance: *measurable and expected results of the management system*

PEST: *Political, Economic, Sociological, Technological. Analysis to identify the influence of external factors*

Process: *activities which transform inputs into outputs*

Process approach: *management by the processes to better satisfy customers, improve the effectiveness of all processes and increase the global efficiency*

Product (or service): *every result of a process or activity*

Quality: *aptitude to fulfill requirements*

Quality management: *activities allowing the control of a company with regard to quality*

Quality objective: *quality related, measurable goal that must be achieved*

Requirement: *explicit or implicit need or expectation*

Review: *a survey of a file, product, process so as to verify if pre-set objectives are achieved*

Risk: *probability of occurrence of a threat or an opportunity*

SWOT: *Strengths, Weaknesses, Opportunities, Threats. Tool for structuring a risk analysis*

Top management: *group or persons in charge of the company's control at the highest level*

Traceability: *the aptitude to memorize or restore all or part of a trace of executed functions*

Validation: *notice that the application of any process, product or material allows expected results to be achieved*

Verification: *the periodic inspection survey of compliance of a process, product or material*

Remark 1: the use of ISO 9000 definitions is recommended. The most important thing is to determine a common and unequivocal vocabulary for everyone in the company.

Remark 2: documented information is any information which we must maintain (procedure *)*

or retain (record *).*

3. RISKS. Recurring question: Is the following statement more of a threat or an opportunity?

RISK 01 Most important is that the organization's strategy has been established in the past

Threat   § 4.1   ★★★

Every three years on average, it is necessary to check the adequacy of the strategy to the context of the organization, the expectations and the requirements of the interested parties

RISK 02 The context of the organization is something that can be taken into consideration (even if the boss forgot to say it)

Threat   § 4.1   ☆☆

This is a requirement of the standard and it is unavoidable. This is part of the first work to be done since the validation of the organization's strategy depends on it

RISK 03 Seeking to anticipate the evolution of customer expectations is wasted time (if the boss said so)

Threat   § 4.2   ★

The objective of the organization is to satisfy its customers in the long term – to understand the evolution of their expectations is a key factor of success for the future

RISK 04 We can try to meet legal requirements (if the boss agrees)

Threat   § 4.2   ★

We shall strictly meet legal requirements

RISK 05 The scope of the QMS describes the main activities of the organization

Threat   § 4.3   ★

Describing the scope of the QMS is delimiting the entities and activities concerned. Exclusions must be specified

RISK 06 In-house promotion of process mapping (the boss said to manage on our own)

Opportunity   § 4.4   ☆☆

This is an opportunity to let everyone know about process mapping. This allows everyone to situate themselves in the overall operation of the organization and in supplier customer relationships with other processes

RISK 07 In a service company, to check if top management is showing leadership, it is necessary to audit top management

Opportunity   § 5.1   ☆☆

It is an opportunity when the director leads by example.
But it can be a threat when the director is insincere

RISK 08 Involve staff in applying the quality approach on a daily basis (even when the boss is not here)

Opportunity   § 5.2   ★

When staff is involved on a daily basis, operational efficiency is enhanced and continual improvement is possible

RISK 09 The quality policy is determined independently of the strategic direction

Threat   § 5.2   ★★★

There is a coherent chain of definition: purpose of the organization > strategic direction > internal and external issues> quality policy > quality objectives > quality action plans