IZOGOOD® 9001
DECRYPTING ISO 9001 WHILE HAVING FUN

pqb

PARTICIPANT'S BOOKLET

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1. Rules of the game

The game is scheduled for 2 to 4 teams of one or more people, during one or more sessions of 2 to 3 hours.

Each team receives a participant booklet.

A game leader is essential to lead the game, provide detailed answers or additional information on the requirements of the standard.

The game starts with an introduction by the game leader about the specificities of game. Then the game leader quickly recalls the principles and new features (see more) of the ISO 9001 standard and some benefits of certification.

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

The game leader brings a copy of the standard (not provided in the game) and makes it available to the players.

A reminder of the clauses and sub-clauses of the standard is included in the participant's booklet, cf. chapter 2.

Each team chooses its figure and receives a "joker" () chip. This allows them to ask for help another team when the question is (very) difficult. When the answer given by the other team is correct, both teams advance their figures the number of boxes defined by the level of difficulty (1 to 3 stars★) present on the front of the card.

The game leader places the 4 figures on the box "departure" ().

The order of play for each team depends on the date of birth of the participants. The person with the nearest date (day and month) of the current day will be a member of the first team and so forth.

It is preferable that the teams position themselves around the board in relation to the sequence of their figures on the board.

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

- RISKS - threat or opportunity - silver
- MCT - multiple choice test (requirements of the standard) - green

- PRACTICES - good practice or bad practice - orange
- CASE STUDIES – situation, challenge, solutions - blue

The first team takes the card from the RISKS stack, reads the text on the front and back aloud, and answers the question asked. If the answer is:

- correct, the team advances its figure according to the number of boxes defined by the level of difficulty (1 to 3 stars★) present on the front of the card; during their next turn, the team will then answer the question of the card corresponding to this box
- incorrect, the team stays on the departure box; in the next round, they will take the next card RISKS then answer the question

The cards played are kept by each team.

The other teams do as the first team but take one MCT, PRACTICE or CASE STUDY card.

Additional questions are at the discretion of the game leader depending on the level of knowledge of the teams and the speed of the game. These could be questions such as:

- What is the clause and sub-clause of the standard related to the question asked?
- Can you give an example from your department related to this topic?
- What do the other teams think?

In consultation with the players and to take into account the time allocated to the game, the game leader sets the rule for the end of the game.

By default, the team that arrives first on the "Certificate" box ( ) wins.

The members of this team first obtain the certificate of participation ( ). They can then support the answers of other teams with the agreement of the game leader.

The end of the game is normally effective when all teams have reached the last box "Certificate".

A concluding session allows everyone to express themselves on particular points that require further explanation.

Self-adhesive labels are available to write (or print) the text of the cards to be customized. With the purchase of the game, you receive as annexes the leader's booklet, the participant's booklet and the certificate in Word format. The text of the cards is in PowerPoint format.

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

2. A reminder of the clauses and sub-clauses of the ISO 9001 standard version 2015

There are 309 requirements in clauses 4 to 10 that correspond to a wording that includes the verb "shall".

1 Scope
2 Normative references

3 Terms and definitions

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  10.3 Continual improvement

3. Glossary

The beginning of wisdom is calling things by their proper names. Chinese proverb

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* 📄*).*

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