



How to change an organization according to the ISO 9001:2015

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The ISO 9001:2000 and 9001:2008 were focused on organizational hygienic approach supported by processes and established responsibility. While ISO 9001:2015 promote holistic view on the organization, which is demonstrated by focus on context of the organization, interested parties and communication between them. Symptoms of changes of the approach can be found at the beginning of the standard ISO 9001 where the contents of the item 4.1 changed from "System" to "Context of the organization".

With deep understanding of the new approach of ISO 9001 the organizational change is needed. The holistic view on organization is needed. Established responsibility should be shared and transformed to self-responsibility. The results of the organization should be taken as the results for interested parties. The paper presents some issues of changes needed for maturity growth of the organization.