

FIBALAB SERVICES LIMITED
2026 Staff Awareness Training
On
ISO 9001:2015
Quality Management System
for
MICURA SERVICES LIMITED
25, Warehouse Road, Apapa, Lagos
Date: 15 – 04 - 2026

PLEASE PUT YOUR
CELL PHONE
ON
VIBRATION OR SILENT

LET'S KNOW YOU.

- Names and position.
- Rate your understanding of ISO 9001 or QMS
- something personal about you e.g., what you like or hate most or family details, your expectations from this workshop.

What is Quality?



ISO 9000:- Degree to which a set of inherent characteristics fulfils requirements

How acceptable is the quality of your work to clients?

What is Quality?

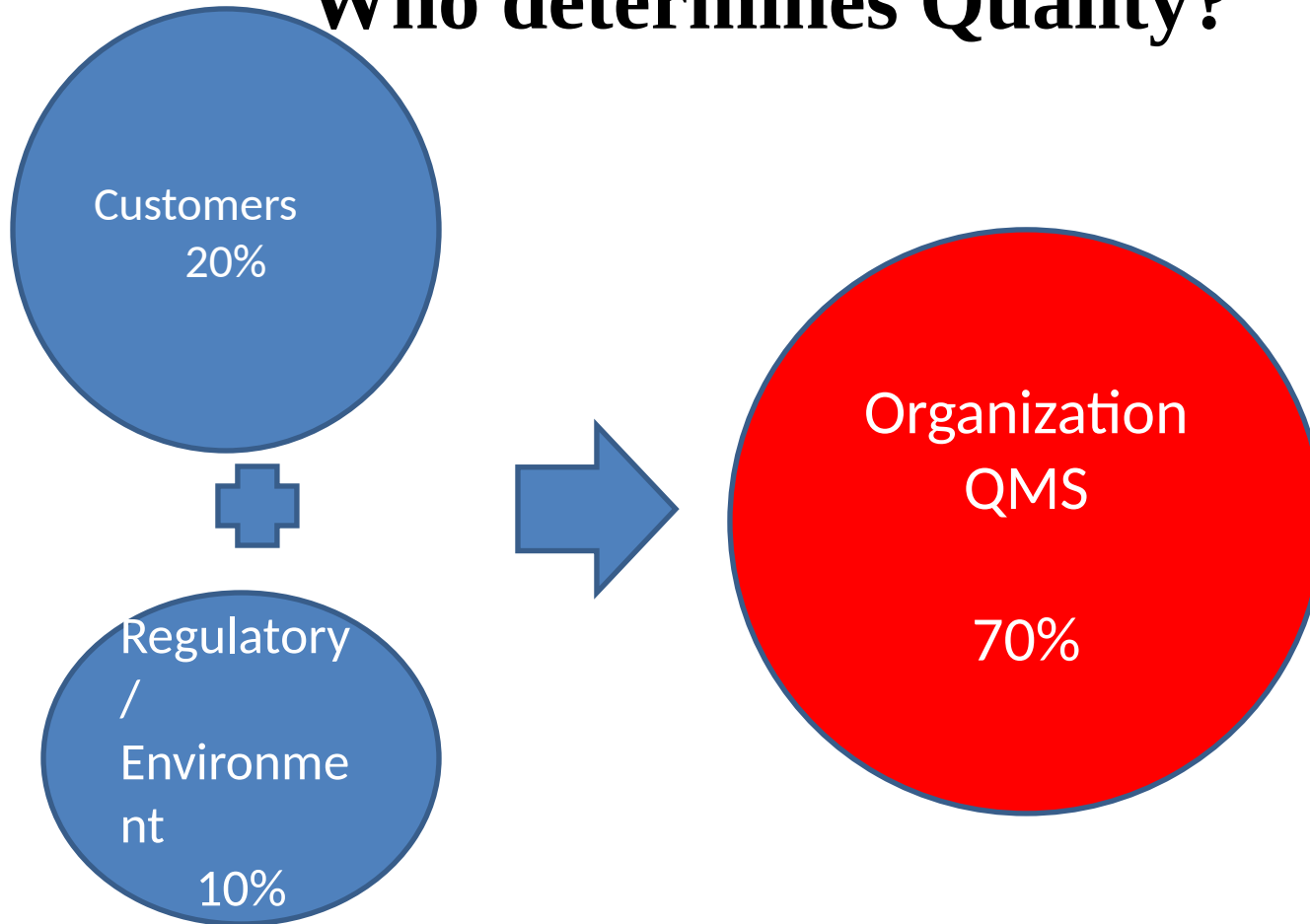
ISO 9001: The extent to which a product or service meets requirements

Requirement by

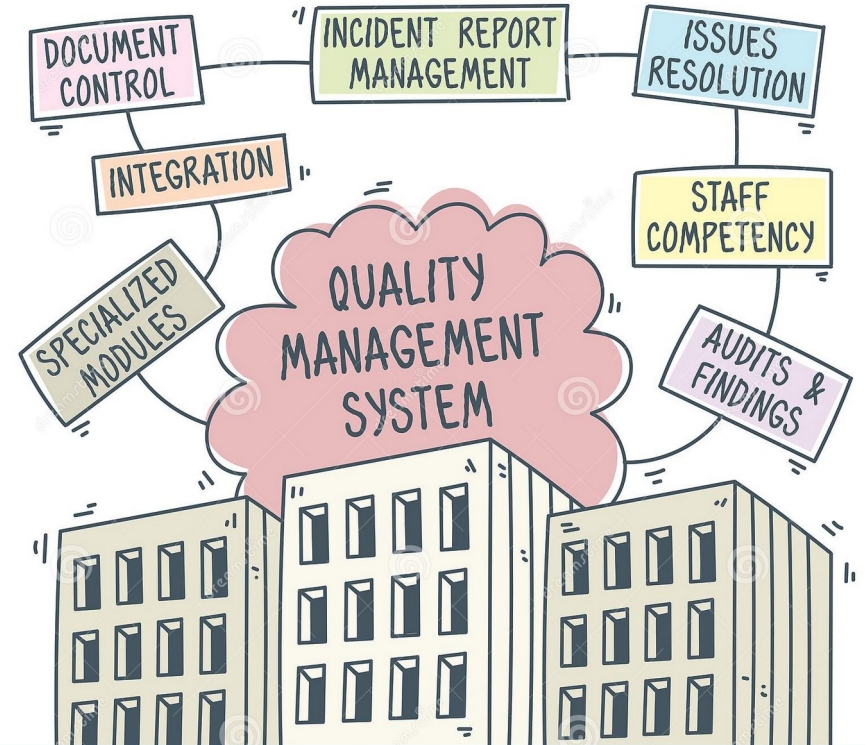
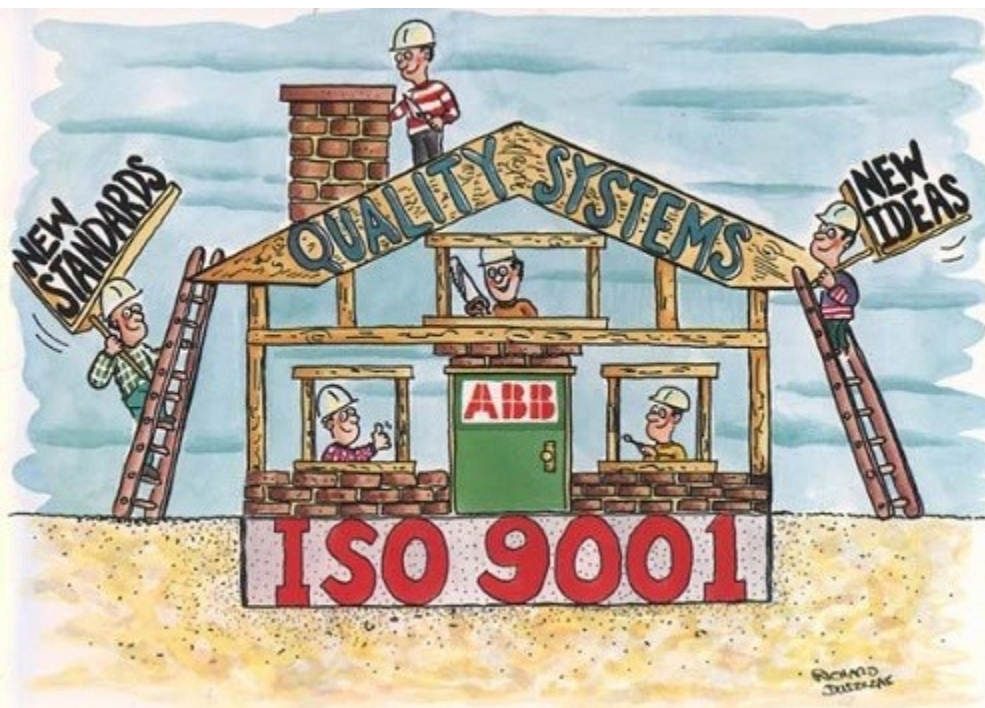
- Customers
- Regulatory/Statutory bodies
- Organization-Internal customers

The quality of a job is determined by the person doing the job

Who determines Quality?



What is ISO 9001?



ISO in Brief



International
Organization for
Standardization



- ❑ ISO is derived from the Greek word “isos”, meaning "equal"
- ❑ Established in 1947, ISO is a network of the national standards institutes of 165 countries, on the basis of one member per country.
- ❑ Central Secretariat in Geneva, Switzerland, that coordinates the system.
- ❑ ISO has published over 23,000 standards since 1947.
- ❑ ISO Standards are developed by technical experts from interested countries around the world.

History of I.S.O 9001 QMS Standard

1st I.S.O standard= 1987

2nd I.S.O Standard= 1994

ISO gain popularity in Nigeria in 2000

3rd I.S.O Standard was in 2000 and 3 standards created 9000, 9001, 9004

4th I.S.O Standard= 2008

5th I.S.O Standard= 2015 latest

Thus we use ISO 9001:2015.

QUALITY MANAGEMENT SYSTEM (Q.M.S)

Q.M.S means what an organization does to ensure that its products or services.

- Meet customer's quality requirements;
- Comply with applicable company regulatory/statutory and QMS requirements.
- Enhance customer satisfaction and.
- Achieve continual improvement of its performance.

ISO 9001: 2015 QMS STANDARD.

- i. It is developed to help the management to manage the business for maximum effectiveness and efficiency.
- ii. It is developed to assist organization to control and manage their operations in order to deliver consistent quality services to all its customers.
- iii. Effective process-implies how fast planned activities are realized and expected results are achieved, use PDCA

P.D.C.A. Cycle and ISO 9001 Standard

Effective QMS requires PDCA cycle and is also called Shewart (Benevolent) cycle.

The PDCA is a major component of QMS standard

P: PLAN (clauses 4,5,6 of ISO 9001 standard), it establishes the objectives and process needed to deliver result with respect to customer requirements, organization policies, identified risks and opportunities and actions taken to address them

D: Do (Clauses 7 & 8 of ISO 9001 standard), it implies implement what was planned.

P.D.C.A-Cycle cont.

C: CHECK (clause 9 of ISO 9001 standard) i.e monitors/ measures process and services against policies or objective measurement for the services and record the result. (Do you do the work as planned?).

A: ACT (clause 10 of ISO 9001 standard) i.e action taken to continually improve process performance as necessary. This implies, `how to improve the performance next time).

Q.M.S. PINCIPILES-7 IN NUMBER.

QMS standards is based on QMS principles.

They are 7 in number;

- Customer focus
- Leadership
- Engagement of people
- Process approach
- Improvement
- Evidence based decision making.
- Relationship management i.e interested parties.

• QMS IMPLEMENTATION REQUIREMENTS

- Quality Policy
- Quality Objective
- Organogram
- Job Description
- Process Manuals/ work instructions/SOP
- Documents of external origin: (Technical manual, standards, drawings, journals, equipment manuals.
 - Forms, files log books, register etc
 - Performance report.
 - Audits
 - Improvement.

Section of ISO 9001:2015 Standard

- Scope
- Normative references
- Terms and definition
- Context of the Organization
- Leadership
- Planning
- Support
- Operation
- Performance Evaluation
- improvement

Benefits of ISO 9001 QMS Certification

- Stay in business
- Meet customer requirements/ Higher customer satisfaction
- Profitability
- Attractive to new clients
- Ensure global competitiveness
- More patronage more profit
- Wastage reduction
- High internal efficiencies
- Better condition of service
- Reliable/durable products
- Safe and secured work environment & Job security
- Reduces accidents at work
- Increases your competence
- Prevents fire brigade approach

CUSTOMER CARE: What it takes

- Assign responsibility for customer communication.
- Fulfill customer requirements always.
- Proper handling of customer complaints and feedbacks.
- Understand customer perception of your services.
- Strive to maintain existing customers.
- Strive to break new ground.

CUSTOMER CARE *Continues*

- Note: If your service is distinctive, desirable customers will always come and stay with you.

Customer care

- Win the sale: by winning your customers heart
- Customers are far more likely to purchase a product or service if they feel valued by the person selling it.
- Underappreciated customers will look elsewhere to make their purchases
- Reach out to your customers and make sure they know how important they are to you
- Thank them for their business with you and ask them about their own work.
- Create emotional, genuine connection with customers.
- Your overtures to customer should be sincere

ISO 9001, CERTIFIED COMPANY- *ESSENTIALS*

A quality management system creates environment for you to perform and deliver quality jobs at all times, i.e

- Processes are defined and documented.
- Structures are defined.
- Resources are identified and provided.
- Roles, responsibility and authority are defined.
- Gaps are identified, fixed and improvement sought on continual basis.
- Good environment for workers to perform is ensured

QMS Documents or Documented information is

- Written
- Pictorial
- Flow diagram
- Images
- Sketches

Combination of all of the above, may be SOFT or HARD COPY

CONTROL ELEMENTS FOR DOCUMENTED INFORMATION

- Legibility of word.
- Clean
- Identification.
- Ease of retrieval.
- Storage means/medium of storage.
- Protection of document from unauthorized persons.
- Retention time defined and suitability disposition and records.

Getting & Maintaining ISO 9001:2015 Certification

- Helps us focus on key internal and external issues essential to our Business
- Help us identify key stakeholders so as to implement actions to address their needs and stay in business
- Help us to identify process risks that can affect processes in our department and affects the overall business
- Help us to identify process opportunities we can take advantage of to improve our processes and the entire business

SYSTEM MAINTENANCE FOR SUSTAINABLE AND BUSINESS CONTINUITY

- Recall past events, especially where others have failed and you succeeded.
- Identify road blocks
- Ensure thorough implementation of QMS
- Continue to develop leadership skills
- Continue to develop personal goals towards the QMS.
- Seek to be relevant with QMS application and
- implementation.

System Maintenance For Sustainable Business Continuity

- Objectives/targets setting and implementation
- Set measurable TAT/SLA/KPI.
- Monitor and report achievement
- Review results and improve

Certification/System Maintenance

- Once certification has been granted. The next thing is surveillance which is done once every year for two years while the third year after certification is recertification.
- The surveillance audit shall cover same scope and pattern but may be limited in sample size

System Maintenance for Sustainable Business Continuity

- Involve more people
- Increase supervisors, workers knowledge about QMS.
- Ensure active participation during meeting
- Read often staff/customer suggestion notices
- Include QMS issues in the company newsletters/memos etc.

28 Business Risks and Opportunities

Examples of implications of business/process risks

- Loss of services to competitors
- Negative publicity/Advertisement
- Loss of revenue
- Reduced incentives and bonus
- Non dedicated staff
- Late or non payment of salaries
- Resignation of experienced staff
- Poor services
- Poor public image

Examples of Business Opportunities:

- Gain of new customers
- Positive publicity
- Increase in sales/revenue
- Prompt payment of salary
- Committed staff
- Good/quality services
- Market advantage

*HAPPY STAFF
MAKE
A HAPPY ORGANIZATION*

Fibalab Services Company

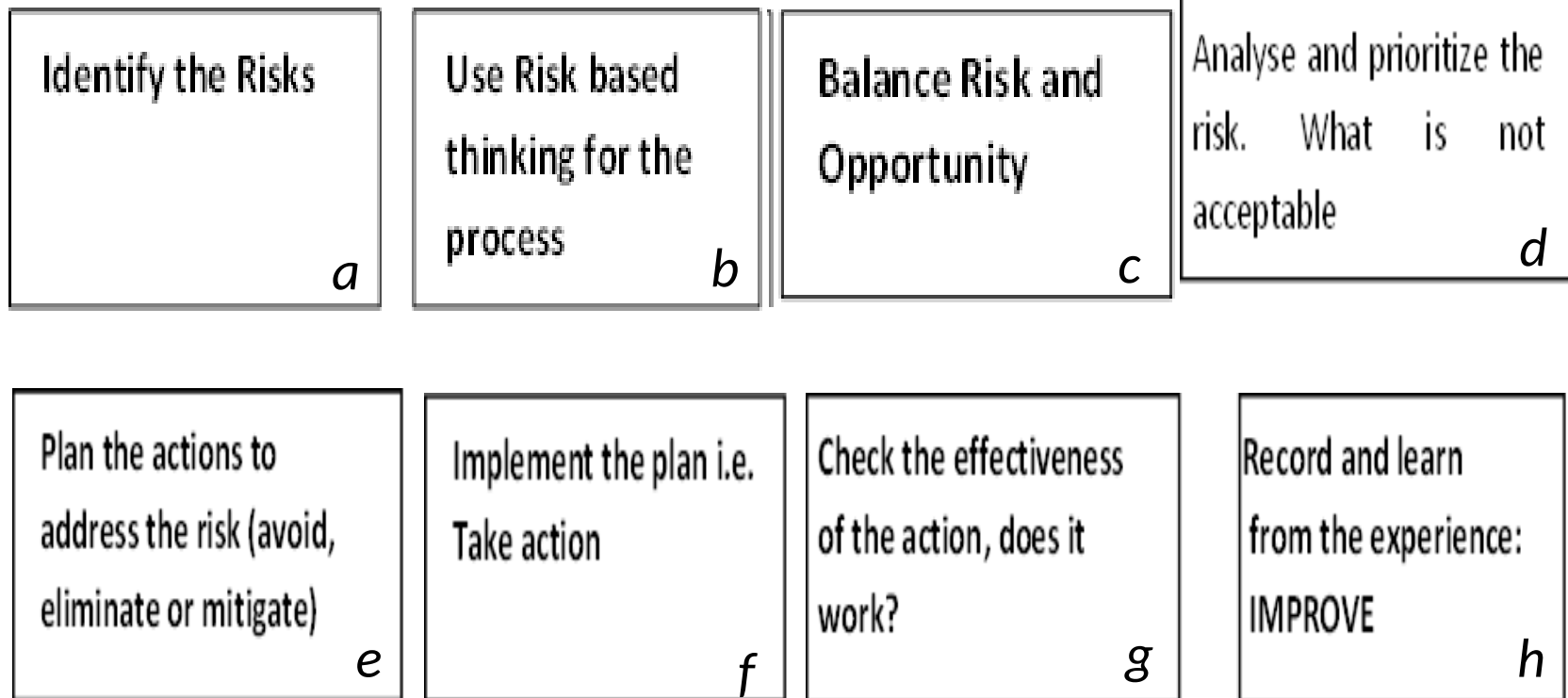
RISK-BASED THINKING

Risk based thinking is an approach that helps an organization to consider factors that could affect her QMS performance either in negative or positive ways. It

- enables an organization to determine the factors that could cause its process and QMS to deviate from the expected result.
- enables one to put in place preventive controls.
- minimizes negative effects.

To make maximum use of opportunities as they arise.

RISK-BASED THINKING *Continues*



Surveillance Audit

- It is a series of periodic review by external body to confirm a company's QMS remains compliant and effective after certification.
- It focuses on specific processes, corrective action and continuous improvement within the 3yr certification cycle.
- It occurs annually between the certification and the recertification audit

• **Surveillance Audit:**

It is a systematic and independent examination for the timing;

- whether quality activities and related result comply with planned arrangement and
- whether this arrangement are implemented effectively and are suitable to achieve objectives.

How to prepare for a Surveillance Audit

- Review QMS documentation, policies, SOP
- Conduct internal audit processes etc.
- Check corrective action of NCs
- Perform a management review
- Have record and evidence
- Plan logistics- meeting rooms, key staff available agree audit agenda
- Foster a Positive Mindset – surveillance audit are about assurance and improvement not blame. A cooperative open approach helps build trust and keeps the process constructive.
- Checks facilities and housekeeping A safe clean and well organized workplace

Benefits of a Surveillance Audit

- Maintain certification – One stay compliant to keep the ISO9001 status
- Identify gaps – help find issues, in efficiencies and area needing enhancement
- Strategic check point- Act as a strategic review to adapt to business changes and market needs
- Ensures processes are still being followed consistently.

Benefits of a Surveillance Audit Continues

- Assesses the effectiveness of your QMS in achieving quality objectives.
- Highlight any NC that must be corrected to keep certification valid.
- Provide assurance to customers and stakeholders that your commitment to quality and continual improvement remains strong.
- Identifying risks weakness and opportunities for improvement
- Preserving eligibility for tenders and contracts that require ISO certification

Definitions

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Conformity: The Fulfillment specified requirement of an item or services

Non-conformity- non-fulfillment of a requirement.

- Requirements- need or expectation that is stated,
- generally implied or obligatory.

Objective- result will be achieved.

- Performance- measurable results, corrective action to eliminate the cost of a non-conformity and to prevent recurrence

Continual improvements recurring activity to enhance

- performance/corrective action to eliminate a detected

non-conformity monitoring determine the status of a system a process or an activity

Audits

- It is a process of checking to ensure you are doing what you are supposed to do well
- Auditors checks record of operations, your surroundings and facilities.
- Audit are for improvements and growth of the company, staff will be interviewed based on their work. You could be the one. Be prepared.

Surveillance audit objectives

- A. Ensure the management system has continued to fulfill requirement between audits
- B. Ensure internal audit and management review have been performed as planned
- C. Review actions taken on nonconformities identified during previous audits.
- D. Evaluate the effectiveness of handling of any complaints
- E. Evaluate the continued effectiveness of management system with regard to achieving your objectives

Surveillance audit objectives

- F. Evaluate the legal compliance and performance
- G. Evaluate progress of planned activities aimed at continual improvements
- H. Ensure continuing operational control
- I. Review any changes to the organization since the previous audit
- J. Ensure that certification body logo/ Marks are being used correctly.
- K. Identify any areas for potential improvement of the management system.

Improvement

- Enjoy good audit planning
- Solve all these related issues on time.
- Ensure audit activities are given high priority.
- Management must recognize audit contributions.
- Improve staff competence through regular in-house training by experienced staff and external training for staff whenever necessary
- Develop skills of staff where and when necessary and regularly
- Bridge knowledge gaps
- Challenge staff with implementing new ideas

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Improvement

- Review staff motivation scheme/policies regularly
- Management must clarify who decides what and with whom to eliminate critical bottlenecks
- Specify upfront what information is required to make a decision
- Change people/position based on talent (i.e write people in the right roles) and give promotion as at when due.
- Look for ideas everywhere and be not know all person
Encourage openness
- Offer opportunities for people to stretch their thinking and behavior

Quality Of A Competence Skilled Staff Or Proficient Staff

- Competent staff refers to employees who possess the necessary knowledge skills training and experience to safely mitigate risks and effectively perform their assigned duties.
- A competent workforce is the backbone to any successful organization
- The five types of competences are knowledge skills abilities, behavior and certification or credentials.
- You must not only be competent but also committed and compatible.
- Incompetent people are not only competent but also irresponsible and untrustworthy

Qualities of a Great Employee

- Self-managed, i.e do your job with limited supervision.
- Productively prioritize your work and manage your time well
- Goal oriented i.e be focused.
- Patient and hardworking.
- Passionate.

Job Disposition Or Workitude Or Work Ethic (attitude at work) or work Ethic

- This means an employee feeling, beliefs and mindset towards their job, colleagues and organization which dictates their behavior and performance
- Sponsor yourself to seminars even if your employer doesn't.
- Treat your boss as you would love to be treated by your subordinates.
- Trust is currency of delegated authority
- Make yourself valuable but never indispensable. If you are indispensable you may never be promoted. Why should he move you if you are not the only one.
- A high job turnover is not an asset (changing job like you change clothe)

- If you change job a couple of times, the employer regard you as inconsistent, lack of enduring, commitment and a patent incapacity for sustained loyalty.
Be a loyal and a committed employee who serve for a vision rather than a pay packet interested person
- An unstable person can never be an asset to any organization.
- Your salary should never be a determinant of your job value.
- Your value in the organization must never be measured by how much you earn but how much you contribute.

- Work like one who has a stick not only in the organization but in the human project. If you work like a stakeholder who knows you might actually soon become a part owner/partner in the organization.
- Evaluate yourself before before your employer does, then you do not need a third party to get a pay price or the next promotion.

When you are swamped with work and facing a slow of deadline, then you will lose your temper. Solve the problem, by taking one minute every hour during the work you ask. 'Am I the kind of person I want to be',? Have I been a good boss or colleague or subordinate? Answers to the question will calm you down Listen to compliments of colleagues like "Director of contractors" etc two identify your unique skills. Rid your organization of the usual negatives, like tearing down frustrating obstacles or shielding people from destructive behavior like grumpiness, laziness and nastiness all contagious.

Conclusion

ISO 9001 surveillance is an opportunity to confirm that your QMS remains effective, consistent and aligned with best practice. Successfully maintain ISO 9001 certification through surveillance audit strengthens credibility, builds customer trust and demonstrates your ongoing commitment to quality.

*Thank
you!*

God Bless You

Fibalab Services Company