

## Awareness Protocol PROT03

ISO	The International Organization for Standardization (ISO). The organization promotes worldwide proprietary, industrial and commercial standards.
9001:2015	9001:2015 is the Quality standard that outlines the requirements an organization must maintain in their quality system.
Purpose How?	Quality Management is the means by which an organisation ensures that its product and/or services meeting company, customer and regulatory requirements. Combining resources, responsibilities and action that when applied will ensure specific requirements are met. Driven by processes ISO 9001:2015 can be viewed as a strategic tool which can improve performance whilst addressing risk and facilitating improvement opportunities.
7 Principles of ISO 9001	Customer focus Leadership Engage of people Process approach Improvement Evidence based decision making Relationship management
Clauses	<p>The standard has 10 clauses, 7 of which are requirement clauses.</p> <p>Clause 7 -Support 7.3 Awareness states 'the organisation shall ensure that persons doing work under the organisation's control are aware of:</p> <ol style="list-style-type: none"> <li>1. Quality policy The signed Quality Policy is available on the QMS, the following link <a href="https://www.manchesterairport.co.uk/aviation-professionals/quality-assurance/">https://www.manchesterairport.co.uk/aviation-professionals/quality-assurance/</a> and on request.</li> <li>2. Relevant Quality Objectives Quality objectives are now available on the QMS and can be made available on request.</li> <li>3. Their contribution to the effectiveness of the quality management system, including the benefits of improved performance A successful QMS relies on employee's and companies/individuals carrying out work on MA's behalf, involvement in the improvements of the processes they work with. They can help identify areas that need improvement and help test and advance these improvements when they are implemented. This in turn will improve consistency and the quality of compliance, safety, planning and airfield control processes.</li> <li>4. The implications of not conforming with the quality management system requirements Non conformity with the quality management system can have a negative impact of what we deliver, how we want to change, our reputation, our safety responsibilities and our customer satisfaction (including regulators).</li> </ol>