

CLIENT INFORMATION NOTE

Transition from ISO 9001:2000 to ISO 9001:2008

Overview

This Client Information Note explains the main changes to ISO9001 and outlines LRQA's processes for transition.

Summary of the changes

ISO 9001:2008 does not introduce any significant new requirements. The changes provide clarification based on eight years of experience worldwide. (see www.iso.org)

All changes support LRQA's existing interpretation and therefore any required changes to your management system should be minimal.

The main changes are:

0.1 General - now states, "The design & implementation of the QMS is influenced by its **business environment, changes in that environment, or the risks associated with that environment.**"

6.3 Infrastructure - section c) now includes "information systems" to supporting services.

7.2.1 Determination of requirements related to product – a new Note has been added indicating that post delivery activities in some instances include, "actions under **warranty provisions, contractual obligations such as maintenance services, and supplementary services such as recycling or final disposition.**"

7.5.4 Customer property - the Note now states that "Customer property can include intellectual property **and personal data.**"

7.6 Control of monitoring and measuring equipment – a new Note has been added stating, "Confirmation of the ability of computer software to satisfy the intended application would typically include its **verification and**

configuration management to maintain its suitability for use."

Other changes are largely to aid translation and are unlikely to affect your management system.

Transition arrangements published by joint IAF-ISO communiqué

ISO 9001:2008 was published on 14 November 2008.

From 14 November 2009, that is one year after publication of ISO 9001:2008, all accredited new certificates issued shall be to ISO 9001:2008.

From 14 November 2010, that is two years after publication of ISO 9001:2008, any existing certificates issued to ISO 9001:2000 will no longer be valid.

LRQA's transition arrangements

We anticipate that the majority of clients will not require additional time for us to carry out a transition assessment.

Transition cannot be completed if any major nonconformances are open. Also, you must have identified the potential corrective action for any minor nonconformances before transition can be completed.

Stage 1 and Stage 2 visits (initial approvals)

For contracts that have already been issued, clients have the choice of being assessed to either version. All new contracts will be issued for assessment to the 2008 standard.

Approved clients

Clients are required to carry out a review of their management system against the requirements of the 2008 standard.

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The results of this review must be recorded and any necessary amendments to the management system must be made and implemented.

Certificate renewal and change to approval visits

Clients will have the choice of being assessed to either version up to 01 July 2009. After this date, all certificate renewal and change to approval visits will be against the 2008 standard. There will be no additional charge for including the transition assessment at these visits.

Surveillance visits

Clients who want to be assessed to the 2008 standard should make the LRQA office / assessor aware of this before the surveillance visit. The assessor will confirm whether or not there are any potential obstacles to undertaking the transition assessment as part of the surveillance visit, for example, time constraints or nonconformances outstanding. However,

please note that an administration charge may be made for issuing a certificate to the new standard after a surveillance visit.

Any client who has not been approved to the 2008 version by the time of their surveillance visit immediately before 14 November 2010 will be assessed against the 2008 version. An administration charge will not be made for this.

Further information

To find out more about how LRQA can help your business meet industry requirements and stay competitive, please visit the corporate website www.lrq.com. Here you can find out more about our certification services and also our procedures for complaints and appeals. From here you can also visit one of our country specific websites to find out about LRQA in your country.

We have taken care to ensure that the information in this Client Information Note is accurate at the time of issue. However, the requirements that this document is based on can change. If in doubt, please contact your local office to ensure that you have the latest version.