The ISO 9001:2008 Quality System Checklist	Standard: ISO 9001:2008		Organization Audited:	
Questions *(those relating to new/ revised requirements are in italics and underlined)* <Guideline statements>	**Guidelines for Auditing**	Documents / Where to Look	**Documented? Need to be? Y or N** **Interaction considered? Y or N** **(cite source - give comments)**	**Implemented? Y or N** **In Use? Effective?** **Y or N (comments)**

Checklist Instructions				

This column has the requirements of the standard stated as questions.
 	
 Features of this Checklist:
 	
 1. The requirements of the standard are written as sentences. This Checklist has changed the requirement to read as a question.
 	
 2. Vocabulary words needed to understand questions appear before the question where they are used. **Audit guidelines** <in brackets> that are not part of the text of the standard also appear in this column.
 	
 3. A question may ask you to look for more than one item. Therefore, the format of the first 2 columns places a small line in front of each item you must address. The example pages that follow show how the auditor can place numbers and check marks on the small lines to ensure that all items are addressed in the Findings column.
 	
 4. Added items. You may add requirements of your organization, a customer, or another standard to this Checklist when you want to be sure these items are audited. Identify the source of any added items that are not requirements of the ISO 9001:2008 standard at the end of the inserted item.
	What to do column
	
	 This column tells the auditor where to look and what to do to verify that the requirement in the first column is being met by the organization.
	
	 The answers to questions in this column could be found in documentation, records, by direct observation or obtained by interviewing the person who is responsible for an activity.
	
	 To determine who to interview:
	 The Quality Manual or a written procedure for the process tells the title of who is responsible for the activities related to the process. Checklist questions relate to these activities. Therefore, read the documentation. When you have a printout of the document, circle the titles of who does what. Under-line what the person does. Then read the Checklist questions. Next to questions (where you would interview someone), identify the title of the person who does this activity. This is who you will interview concerning this activity.
	 Auditors may verify that a requirement is met by means other than what is suggested in this column.
		What docu-ments to look for
		
		 Process or procedure numbers of your documents are usually numbered to match the numbers of the clauses in the ISO standard.
		
		 Your organi-zation may also name documents here.
		
		 Notice that the item (1st column), what to look for (2nd column) and where to look (3rd column) line up as you read across the page.
			↑ ↑
			
			 The headings at the top of the page include reminders to look for these items.
			
			 This is the Findings column.
			
			 What auditors should look for when performing an audit:
			 __ **the items listed in these headings**
			 __ **that the ISO requirement is met**
			 __ **that the requirement is met in the manner described**
			      in the organization's documentation
			
			 ## How to use the Checklist:
			
			 1. Read the first 3 columns.
			
			 2. Place numbers on the small lines in the first 2 columns that indicate
			      the number of the observation evidence that you write in the last column.
			
			 3. Use check marks when there is a list of items to verify.
			      Example: Are these 5 items included in the documentation?
			
			 Review the following Checklist clause and the completed auditor findings page.
			
			 8.2.1 Customer satisfaction
			 - Read the clause page that does not have the auditor's findings.
			 - Then review the page with the auditor's findings.
			 - Notice the use of numbers in the first two columns correspond to the
			      numbers in the findings column.	

Auditor Name:		Date:	Audit Ref.		Page 1 of 3

8.2.1 Customer satisfaction				**Clause 8.2.1**
8.2.1 Customer satisfaction ____ Does the organization monitor information relating to customer perception as to whether it has met customer requirements? _____ Are the methods for obtaining and using information on customer satisfaction defined? <The following notes are not included in the standard and are provided as a guideline. Note: This requirement does not define the approaches that an organization should use to comply with this requirement. The organization decides what to monitor and what methods to use.> <Guidance Note: Some examples of sources of information related to customer satisfaction that could be used to meet the requirements of this clause include: __ Customer complaints to customer service __ Customer complaints obtained by anyone __ *Customer data on delivered product quality* __ Customer loyalty — a big change could indicate success or pending disaster __ Referrals - Why & how did the customer find you? __ *Dealer reports* __ Determining the number of repeat orders __ *Lost business analysis* __ Returned product __ Warranty information (returned product that did not perform to warranty) __ Compliments __ Customer-satisfaction studies __ Customer tracking studies __ Communication with customers by sales staff __ Reports from sales personnel __ *User opinion surveys* __ Focus group meeting reports (this is meeting with people in the customer's organization to determine what they want) __ Monitoring the competition __ Consumer organization reports __ Industry group reports __ Trade association reports __ Other:>	____ Is customer satisfaction information monitored? ____ What methods have been determined for obtaining and using information related to customer satisfaction? (see list for some possible methods that may be in use ↓) ____ When auditing, check any information source listed that is used as a means to monitor customer's perception related to meeting customer requirements, and identify the item as evidence. ← ____ Review the monitoring information gathered and look for evidence that the information is reported to the management representative for evaluation by top management. ____ Is there any evidence that information obtained from the monitoring, analysis, and evaluation of perceived customer satisfaction is used to improve the organization's products, services or processes?	Processes or procedures for requesting, monitoring, and measuring customer feedback, including surveys, complaints, and other methods Reports of monitoring results to management representative Documentation in any form indicating action taken in response to monitoring customer perception of customer satisfaction.	Evidence: Document #, Title, Rev / Person's Name, Title, Dept. /or other source ID. ↑ This is a reminder to identify the source of your evidence. Auditors read the first two columns and then: 1. Place a number on the small line in front of the requirement. 2. Place the same number in the Findings column (this column) and state evidence for conformity or nonconformity to the requirement. 3. Place an X in the margin when you find a nonconformance. A nonconformance must be confirmed by someone. That person signs his or her name next to the X in the margin. The person who confirms the nonconformance can be the person interviewed, a supervisor, the area manager or someone else. **The next page matches this page and provides an example of a completed audit for the requirements of this clause.** **(Additional samples of completed pages are included with the Checklist.)**	

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8.2.1 Customer satisfaction				**Clause 8.2.1**

8.2.1 Customer Satisfaction
__1_ Does the organization monitor information relating to customer perception as to whether it has met customer requirements?
 	
__1_ Are the methods for obtaining and using information on customer satisfaction defined?
 	
<The following notes are not included in the standard and are provided as a guideline.>
Note: The organization decides what to monitor and what methods to use.>
<Guidance Note:
Some examples of sources of information related to customer satisfaction that could be used to meet the requirements of this clause include:
→ Note that the numbers inserted match the
↓ numbers in the Findings column.
2_ Customer complaints to customer service
__ Customer complaints obtained by anyone
__ *Customer data on delivered product quality*
__ Customer loyalty — a big change could indicate success or pending disaster
__ Referrals-Why & how did the customer find you?
__ *Dealer reports*
__ Determining the number of repeat orders
__ *Lost business analysis*
3_ Returned product
4_ Warranty information (returned product that did not perform to warranty)
__ Compliments
__ Customer-satisfaction studies
__ Customer tracking studies
5_ Communication with customers by sales staff
6_ Reports from sales personnel
__ *User opinion surveys*
__ Surveys and questionnaires
__ Focus group meeting reports (this is meeting with people in the customer's organization to determine what they want)
__ Monitoring the competition
_7 Consumer organization reports
__ Industry group reports
__ Trade association reports
__ Other:>
	__1__Is customer satisfaction information monitored?
	
	__1__ What methods have been determined for obtaining and using information related to customer satisfaction? (see list for some possible methods that may be in use ↓)
	
	__1__ When auditing, check any information source listed that is used as a means to monitor customer's perception related to meeting customer requirements, and identify the item as evidence.
	
	←
	
	8_ Review the monitoring information gathered and look for evidence that the information is reported to the Management Representative for evaluation by top management.
	
	_9__ Is there any evidence that information obtained from the monitoring, analysis, and evaluation of perceived customer satisfaction is used to improve the organization's products, services or processes?
		Processes or procedures for requesting, monitoring, and measuring customer feedback, including surveys, complaints, and other methods
		
		Reports of monitoring results to management representative
		
		Documentation in any form indicating action taken in response to monitoring customer perception of customer satisfaction.
			Evidence: Document #, Title, Rev / Person's Name, Title, Dept. /or other source ID.
			
			Example of auditor use of form:
			1. See Note list in first column as key to methods used. Methods used are supported by forms that record customer complaints and perceptions.
			
			Reviewed all analysis reports for 1st Q 2008 for methods numbered in column 1.
			
			2. Customer complaints are reviewed daily by Cust. Serv. Mgr. who reports weekly or more often
			
			3. Returned product - weekly report by Service/Repair Mgr. who reports weekly or more often
			
			4. Warranty returned product - weekly report byService/Repair Mgr. who reports weekly or more often
			
			5. Order Desk Mgr. and Sales Mgr. report weekly or more often
			
			6. Sales monthly summary report of trends from Sales Manager
			
			7. Quarterly summary on consumer reports by VP Sales
			
			8. Compared data collected to analysis reports managers submitted to Mgt Rep
			 They are accurate in all areas. Each dept. has examples of emergency reporting to Mgt.Rep. or appropriate manager -- that was recognized by first contact personnel. Shows managers are following operating procedure.
			
			9. Evidence that monitoring is used: Source: Management Review minutes 1/5/08, & 4/9/08
			Numbers below relate to first column:
			2) action needed - cust. complaints - see #3 ↓
			3) qty. 38 returned lamps P/N 8293 -- week end/3/16/08 -- Action 38: 3/16/08
			  warning issued to supplier on switches;
			  all switches replaced on current product run;
			  distributor recall on P/N
			
			4) action taken on bad switches -- see number 3 above
			5) web site description reworded on P/N 7329 -- for clarity Action 39 3/18/08
			
			6) customers are using lamps as plant holders - 10 new indoor and outdoor plant holders designed for summer release Action 37 3/9/08
			
			7) energy-saving bulbs wanted by consumers - purchasing, and marketing assigned to develop plan to sell these with lamps -- planned for 6/1/08 summer release Action 33 2/9/08
			
			7) competitor's hi-tech lamp is selling well - design dept. making a similar item for summer release Action 35 2/20/08
			
			 ALL Effective = yes
			
			Click the Back Button (in top left corner) to Return	