The Process of Implementation and Certification of a Quality Management System (QMS)

Client	1	· Set the aims and goals of the design, implementation and certification of the management system. · Appoint Management Representative for project and, if applicable, appoint project team.
Client	2	· Decide whether to employ a consultant to assist the project. · Prepare a cost estimate and plan for the project. · Procure and allocate resources for the project.
BMN Management	3	· Review the existing system for management and working practices. · Design the framework for the management system and identify the supporting system documentation. · Develop the system documentation.
BMN Management	4	· Take advice on relevant certification bodies. · Complete and return any questionnaires. · Review responses and select a short list. · Interview or take advice. · Select and appoint a certifying body.
BMN Management	5	· Approve and issue the system documentation. · Carry out any induction/awareness training. · Operate the system for an initial period of three months.
BMN Management & Client	6	· Appoint and train internal auditors. · Undertake first series of internal audits. · Begin management review of the system.
Certifying Body Client & BMN Management	7	· Undertake pre-assessment audit, if required. · Report findings to organisation, including any changes required.
BMN Management & Client	8	· Review report from certification body and apply changes, as appropriate.
Certifying Body Client & BMN Management	9	· Undertake assessment audit. · If necessary, request changes are made to the system, otherwise issue certificate.
BMN Management & Client	10	· If changes have been requested, then address these within the agreed period. · Advise certifying body accordingly.
Certifying Body Client & BMN Management	11	· Undertake any necessary follow-up audit. · Issue certificate when all changes to the system have been addressed satisfactorily. · Undertake the ongoing surveillance audits