



Applying Theoretical-Methodological Tools for the Implementation of ISO 9001: 2015 Clause 4 Context of the Organization

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Nowadays, in order to satisfy the ISO 9001: 2015 requirements, organizations access to information from web sites, consultant guides, Internet forums, books, and courses, as a first approximation, however, the quality, reliability, validity, and accuracy of the information content in these is limited. The research topic of this study is the use of theoretical methodological tools, whose implementation supports the organizations in the fulfillment of requirement 4 of ISO 9001: 2015, adapting it to their particular needs, minimizing rework in the documentation, increasing the motivation of the personnel involved and promoting well-being within the work environment. Some theoretical methodological tools were implemented in the case of Engineering laboratories of the Faculty of Higher Studies Aragón, that support and complement the teaching-learning process in the theoretical-practical subjects of the curricula of the engineering bachelor's degrees, providing students with practical training in the use of equipment, devices, and tools, as well as extracurricular courses. In the study participated the stakeholders of laboratories. From the results, it was observed that the time for the documentation of the quality management system was reduced using the theoretical tools proposed in this study. In conclusion, this study will thus be useful as a starting point in using formal tools for the implementation of ISO 9001: 2015 standard.

Keywords: quality management system, ISO 9001, internal analysis, external analysis, methodology, stakeholders

Introduction

As Dale, Van der Wiele, and Van Iwaarden (2007) explain: the purpose of a Quality Management System (QMS) is to establish a framework to ensure that every time a process is developed, the same information is used and the same methods are applied, tools and controls, consistently. In this direction, ISO 9000, is a family of international standards inherent to QMS, created to support organizations of any nature to standardize their processes, measure their performance, promote the achievement of objectives, provide their customers with products and services that meet their needs, as well as promote continuous improvement in a consistent manner,

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