

# INTRODUCTION TO ISO 9001:2015 EMPLOYEE NEWSLETTER #9



*Welcome to ISO 9001:2015*

## UPDATE OF ISO 9001:2015 QMS

Scope of Project:           Emergency Medicine Division

Expected Outcomes:     Change

Improvement

Quality

As of October 4, 2021, the University Hospital of the West Indies (UHWI) entered into a client agreement with a certified certification body to develop, implement and maintain the International Organization for Standardization (ISO) ISO 9001:2015 Quality Management Systems (QMS) and further pursue formal certification towards ISO 9001:2015 Quality Management System Standard.

This will involve a thorough independent external evaluation of all processes at the EMERGENCY MEDICINE DIVISION, including a pre-audit, a review of documentation, a system examination against all clauses of the ISO standard and closure of any improvement actions.

All of these processes seek to identify and continually improve our work and operations.

In the process of becoming ISO 9001 compliant, UHWI has implemented a quality management system centred on continually meeting the needs and expectations of customers across the Emergency Medicine Division.

The hospital has developed a comprehensive sets of methodologies to ensure all requirements are consistently addressed, and improvements are identified and addressed – demonstrating our commitment to quality and assurance.

Some key deliverables have been addressed and others are presently in the rolling out process:

Key Milestones
Understanding ISO 9001 Awareness Session for Staff
Conducting a thorough gap analysis
Development of ISO required documentation
Identifying and documenting Key/support business processes

Watch for our next newsletter for more ISO 9001:2015, what it will mean to you and your coworkers.

***This newsletter was prepared by the Policy & Standards and the Public Relations & Communication Departments and distributed to all to assist in providing awareness training. If you have any questions or concerns please call 2116.***