

## The Swedish Quality Base - standard (1:2016)

1. Issuers
2. Auditors
3. Organizations

Admitted on the 25<sup>th</sup> of August 2016

---

## CONTENTS

The purpose of the standard.....	3
The Swedish Quality Base shall aim to:.....	3
Issuers .....	3
Auditors.....	4
Organizations .....	4
Definitions and terms.....	4
1. Requirements on issuers.....	6
1.1 General.....	6
1.2 Audit of issuer's method.....	6
1.3 Audit instructions .....	6
1.4 Issuing of certificates.....	7
1.5 Reporting.....	7
1.6 Audit of organizations .....	7
1.7 Information and exchange of experiences.....	7
2. Demands on auditor .....	8
2.1 General.....	8
2.2 Basic education and experience.....	8
2.3 Specific qualifications.....	8
2.4 Maintenance of competence .....	8
2.5 Reporting.....	9
2.6 Revocation of approval .....	9
3. Demands on organization .....	10
3.1 General .....	10
3.2 Management, responsibility and participation .....	10
3.3 Requirements from customers and other stakeholders .....	10
3.4 Mapping of processes.....	10
3.5 Operational control .....	11
3.6 Risks and opportunities .....	11
3.7 Quality policy .....	11
3.8 Quality objectives and action plans.....	12
3.9 Handling of nonconformities and suggestions of improvement .....	12
3.10 Competence and awareness .....	12
3.11 Communication .....	13
3.12 Follow-up.....	13
3.13 Management review .....	14
3.14 Audit.....	14

## Introduction

The Swedish Quality Base is an association formed with the aim to meet small and medium sized businesses' need for a structured quality management system. This system can be integrated with environmental management systems such as: The Swedish Environmental Base, ISO 14 001 and EMAS, with the aim to generate both quality and environmental profits.

### The purpose of the standard

The purpose with this standard is to offer small and medium sized businesses' a quality assured management system that creates good conditions for:

- Increased customer satisfaction and internal structure
- Decreased risks and seizing opportunities
- Contributing to organizations strategic focus.

### The Swedish Quality Base shall aim to:

- Manage, develop and market The Swedish Quality Base standard and its other activities
- Ensure quality within the association
- More organizations join the association
- Follow the development within the association's areas of interest, both nationally and internationally.

The Swedish Quality Base standard was admitted on the 25<sup>th</sup> of August 2016. The standard is being reviewed and updated every third year or when needed. The Swedish Quality Base has the right of interpretation regarding the requirements in this standard.

In the text below, the three main chapters of this standard are being briefly described. These three chapters are developed for: issuers, auditors and organizations.

### Issuers

The requirements on issuers are developed to ensure that organizations issuing certificates with The Swedish Quality Base logotype have a method that follows the requirements in this standard and are approved by The Swedish Quality Base. The issuer issues certificates to organizations that meet the requirements of this standard and ensure that they implement concrete quality improving actions.

## Auditors

The requirements on auditors are developed to ensure that The Swedish Quality Base auditors help organizations perform concrete quality improvements, have knowledge about the requirements in this standard and follows appropriate audit practice.

## Organizations

An organization intending to become certified according to The Swedish Quality Base shall hire an issuer that provides a method approved by the Swedish Quality Base. An organization shall, as a minimum level, meet the requirements in this standard according to chapter 3 "Requirements on organizations".

## Definitions and terms

**Customer satisfaction:** customer value, member value etc. depending on the organization.

**Method:** The issuer shall in their method provide guidance in terms of the issuers written guiding materials and also as practical support, which can guide an organization in their work to fulfill The Swedish Quality Base requirements set on organizations.

**Responsible of methods:** A person working for the issuer who is responsible for their method.

**Audit instructions:** The issuer's written guiding materials for auditors.

**The audit counsel:** An authority for questions for/about audits and auditors, dealing with applications from auditors, before approval of the board, and dealing with complaints with issuers and auditors.

**Auditor:** A person who is approved by The Swedish Quality Base to audit organizations according to the requirements in this standard set on organizations.

**The Swedish Quality Base:** The association The Swedish Quality Base or this standard.

**Third-party audit:** An audit performed by an auditor who hasn't been participating in the implementation of the quality management system in the organization, which is being audit. An auditor who is connected to the issuer or to the organization, which the certificate regards, shall not perform a third-party audit. A third-party auditor must be approved by The Swedish Quality Base.

**Issuer:** A member of The Swedish Quality Base with the right to issue certificates with the association's logotype.

**Organizations:** A business, or another type of organization, that has or wishes to receive a quality certificate according to The Swedish Quality Base requirements set on organizations.

# 1. Requirements on issuers

Issuers of certificates **shall**<sup>1</sup> according to The Swedish Quality Base fulfil the following requirements set on issuers.

## 1.1 General

An organization that wants to become issuer of certificates with The Swedish Quality Base logotype **shall**<sup>2</sup>:

- Become a member of the association
- Hand in a member application to the association
- Provide a method that eases the implementation of the quality management system and fulfils the requirements according to The Swedish Quality Base national quality management standard
- Provide written audit instructions for auditors
- Select a person within the organization who is responsible for the method.

## 1.2 Audit of issuer's method

The issuer's method **shall**<sup>3</sup> be audited and approved.

The audit **shall**<sup>4</sup>:

- take place every fifth year or when larger changes within the method or the organization occur.
- be performed by two persons elected by the board of The Swedish Quality Base.

The issuer **shall**<sup>5</sup>, in connection with the audit of the method, present to The Swedish Quality Base how the method is intended to be operated during a period of five years.

The issuer **shall**<sup>6</sup>, if The Swedish Quality Base board asks, provide quality management documentation from the certificated organizations.

In case of liquidation of the issuer's organization, the issuer **shall**<sup>7</sup> ensure that the certified organizations receive information regarding how they can continue the certification with another issuer according to The Swedish Quality Base.

## 1.3 Audit instructions

Audit instructions **shall**<sup>8</sup> include:

- A description of the certification method
- A description of how the auditor shall perform the audit.

#### 1.4 Issuing of certificates

The issuer **shall**<sup>9</sup> after approved audit hand out a certificate that follows The Swedish Quality Base logo manual.

The issuer is able to revoke a certificate if an organization chooses not to follow identified legislation or other relevant binding requirements (according to chapter 3.3 “Requirements on organizations”).

#### 1.5 Reporting

The issuer **shall**<sup>10</sup> report to The Swedish Quality Base:

- Which organizations that have valid certificates
- Changes in their method
- If the association requests changes in its own method after audit of the standard.

#### 1.6 Audit of organizations

The issuer **shall**<sup>11</sup> make sure that the audit of an organization is being performed in accordance with The Swedish Quality Base standard.

The issuer **shall**<sup>12</sup> ensure that a third-party audit is performed, at the latest, at the second audit and thereafter at least every four years.

#### 1.7 Information and exchange of experiences

The issuer **shall**<sup>13</sup> have information about their method available on, for instance, their website.

The issuer **shall**<sup>14</sup> share their experiences to other members of the association.

A person within the issuer’s organization **shall**<sup>16</sup> be present at gatherings for experience exchange arranged by The Swedish Quality Base. The participation should be at least within a year from the time of the method’s approving and thereafter at least every third year.

If the issuer employs and/or cooperates with other issuers connected to the support of an organization, the issuer **shall**<sup>17</sup> ensure that they have understood both their method and The Swedish Quality Base standard.

## 2. Demands on auditor

### 2.1 General

An auditor who wishes to be approved by The Swedish Quality Base **shall**<sup>18</sup> hand in an application to the association.

An auditor **shall**<sup>19</sup> fulfil all the demands in The Swedish Quality Base standard set on auditors and thereafter the auditor can be approved by the association's board.

An auditor **shall**<sup>20</sup> control and ensure that an organization has fulfilled the requirements in The Swedish Environmental Base standard set on organizations in order for a certificate to be issued.

### 2.2 Basic education and experience

An auditor **shall**<sup>21</sup> have:

- At least three years of working experience whereof at least two years within management systems
- Participated in at least five extern audits whereof one should be performed independently. The three latest audits have to be performed within the past two years.
- Participated, at least one day, in an auditing technique education approved by The Swedish Quality Base board.

### 2.3 Specific qualifications

All auditors, regardless of organizational affiliation, **shall**<sup>22</sup> have participated in an education about The Swedish Quality Base standard of requirements arranged by The Swedish Quality Base.

### 2.4 Maintenance of competence

An auditor **shall**<sup>23</sup>:

- At least every third year participate in an education regarding The Swedish Quality Base standard of requirements arranged by The Swedish Quality Base.
- Maintain current competence regarding The Swedish Quality Base standard of requirements.



## 2.5 Reporting

An auditor **shall**<sup>24</sup> follow the issuer's instructions for auditors and also hand in an audit report to the issuer and to the revised organization.

The audit report shall document and indicate the organization's status in relationship to The Swedish Quality Base standard, possible nonconformities and suggestions of improvement.

## 2.6 Revocation of approval

If an auditor proves to be inappropriate and no longer fulfils the requirements documented in this standard, the approval of the auditor **shall**<sup>25</sup> be withdrawn.

## 3. Demands on organization

### 3.1 General

Organizations that wish to implement a quality management system according to The Swedish Quality Base standard of requirements **shall**<sup>26</sup> employ an approved issuer and comply to requirements of this standard.

### 3.2 Management, responsibility and participation

The management of an organization **shall**<sup>27</sup> be responsible for a functional quality management system and make sure that it leads to improvements and customer satisfaction.

The management **shall**<sup>28</sup>:

- Ensure economical and personnel resources for implementations and operation of the quality management system
- Distribute the responsibility within the management system through defining rolls, responsibility and authority
- Create engagement and participation through the whole organization.

### 3.3 Requirements from customers and other stakeholders

The organization **shall**<sup>29</sup>:

- Regularly identify customers' and other stakeholders' requirements and expectations and decide which ones that are binding to fulfil
- Regularly identify legal requirements related to processes, products and services and keep this information documented and updated
- Ensure that legal and other binding requirements are fulfilled and followed up.

### 3.4 Mapping of processes

The organization **shall**<sup>30</sup>:

- Have a documented description of its processes that at least includes management, core business and support functions and describes how they affect each other. Outsourced processes shall also be included in the descriptions
- Regularly evaluate the function of the processes and ensure enough resources.

The description of the core business **shall**<sup>31</sup> at least include:

- Planning of production and/or performance of services
- Evaluation of the need of management when developing a product and/or service
- Routines of approving products and/or services during production/performance and before delivery
- Requirements on purchased products and/or services
- Routines for evaluating and choosing suppliers regarding their ability to deliver products and/or services according to the organization's specifications.

### 3.5 Operational control

The organization **shall**<sup>32</sup> ensure routines for:

- Minimizing and preventing risks
- Fulfil legal and other binding requirements
- Plan, management, control and follow up production and/or services
- Fulfil commitments within the quality management system.

### 3.6 Risks and opportunities

The organization **shall**<sup>33</sup> regularly identify risks and opportunities connected to:

- Demands and expectations from customers and other stakeholders
- The organization's processes
- Legal and other binding requirements
- Global monitoring

The organization **shall**<sup>34</sup> based on its risks and opportunities yearly determine and document which ones that are significant.

### 3.7 Quality policy

The organization **shall**<sup>35</sup> have a quality policy that guides the quality work and reflects the ambitions. The quality policy **shall**<sup>36</sup> be adopted by the management and be relevant in relationship to the organization.

---

The quality policy **shall**<sup>37</sup>:

- Include a promise to work for increased customer satisfaction
- Include a promise to work for constant improvement
- Include a promise to fulfil legal and other binding requirements
- Be guiding for the quality goals
- Be well established within the organization and by others working for the organization
- Be available for customers and other stakeholders.

### 3.8 Quality objectives and action plans

The organization **shall**<sup>38</sup>, from its significant risks and opportunities, establish documented and timed quality objectives and action plans, describing how the objectives are planned to be fulfilled.

Objectives and actions within the action plans **shall**<sup>39</sup> be possible to follow up and correspond with the quality policy.

The action plan **shall**<sup>40</sup> include:

- Actions describing how the objectives shall be fulfilled
- Who is responsible for performing the actions
- Needed resources for performing the actions
- When and how the actions shall be performed and followed up.

### 3.9 Handling of nonconformities and suggestions of improvement

The organization **shall**<sup>41</sup> have a documented description including:

- How nonconformities are detected, investigated, rectified, communicated and followed up
- How suggestions of improvement are handled.

### 3.10 Competence and awareness

The organization co-workers **shall**<sup>42</sup> have necessary competence for personnel performing.

Everyone working for or in behalf of the organization **shall**<sup>43</sup> have awareness of the requirements set on the organization and on the products and/or services the organization is providing.

The organization **shall**<sup>43</sup> identify the necessary competence for personnel performing within the organization and document a competence development plan.

### 3.11 Communication

The organization **shall**<sup>44</sup> have routines for how communication with co-workers, customers, suppliers, and subcontractors are taking place before and during production and/or the performing of services.

The routines **shall**<sup>45</sup> include communication of changes within contracts and agreements and also include possible nonconformities and handling of complaints. Relevant contracts and agreements **shall**<sup>46</sup> be able to be traced.

According to chapter 3.12 "Follow-up" the quality report **shall**<sup>47</sup> be available for co-workers and other stakeholders.

### 3.12 Follow-up

The organization **shall**<sup>48</sup>, at least once a year, follow-up the quality management system throughout the entire organization.

The follow-up **shall**<sup>49</sup> at least include:

- Objectives and action plans
- Customer satisfaction
- Comments from other stakeholders
- Nonconformities
- General actions with the aim to improve the quality management system.

The organization **shall**<sup>50</sup> yearly summarize the result of the quality management system in a quality report.

The report **shall**<sup>51</sup> include:

- The quality management system's delimitation and extent
- A description of the entire organization, number of employees and the products and/or services being delivered and possible relevant changes
- How the objectives are fulfilled and other improvements taken place
- Current objectives

### 3.13 Management review

The organization **shall**<sup>52</sup> yearly perform and document an evaluation of the quality management system and decide improvements and necessary changes.

### 3.14 Audit

A documented audit **shall**<sup>53</sup> be performed by an auditor approved by The Swedish Quality Base.

The organization **shall**<sup>54</sup> be reviewed every year.

If the organization is spread at several locations a plan for reviewing all places **shall**<sup>55</sup> be documented.