The Foundation Blocks of ISO 9001

The Three “Cs”

When ISO 9001 is fully implemented...

Customer Satisfaction

Consistent Processes

Continual Improvement

Ultimately, it’s a WIN-WIN for Veterans, SPS, and the Organization!

What is ISO 9001?

ISO 9001 is an International Standard that provides the structure to manage interrelated systems and processes with a focus on the CUSTOMER!

- seeks the most effective way to produce the best product
- identifies consistent methods to produce reliable products with fewer errors

ISO 9001 supports improvement frameworks such as Lean and Six Sigma and performance excellence frameworks such as the Malcolm Baldrige National Quality Program criteria.

ISO 9001 Implementation

VISN 4 Sterile Processing Services (SPS)

VISN 4 is an integrated network providing comprehensive health care services to Veterans across 4 VISN’s. It is divided into Eastern and Western markets - each with 5 medical centers, serving Veterans in 184 counties in Pennsylvania, West Virginia, Delaware, New Jersey, New York, and Ohio.

VISN 4 SPS provides, supports, and oversees extensive services, including:
- Decontamination (cleaning and disinfection).
- Preparation/Packaging, Sterilization, High Level Disinfection, Critical and Semi-critical RMF Storage and RAE
- Transportation /Distribution

VISN 4 Sterile Processing Service

ISO 9001 Journey

2012 Pilots (including Pittsburgh VA Healthcare System)

Lessons learned related to supplier/supplement, processes, participants, preparation, curriculum, and follow-up

2013 Series of Workshops (6)/ Self Assessments

Built the foundation of a successful/quality management system

2014 Gap Assessments/Work Plans Compiled

Assessments to identify areas that did not meet requirements and developed/implemented work plans.

2015 Internal Audit and Continual Improvement

Further development of internal audit plans and Sustainment/Continual Improvement

What ISO 9001 does for the SPS

- Focuses on the system and TEAM
- Seeks the most effective way to produce the best product
- Streamlines work
- Delivers consistent methods and fewer errors by standardizing processes
- Ensures right instructions for the job
- Provides an environment for motivated staff and satisfied customers – the formula for lasting success!

VISN 4 SPS Quality Policy

Right product
Right time
Ready for today
- regulatory compliance
Ready for tomorrow
- continual improvement

Sterile Processing Services (SPS)

Providing the foundation for a successful/quality management system

VISN 4 Sterile Processing Services (SPS)

Presented by
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