

CSIA Best Practices Version 3 Comparison to ISO 9001 and ISO 9004

CSIA Best Practices Criteria	ISO 9001 Requirement
1.0 General Management	
1.1 Strategic Management	5.3 Quality Policy, 5.4.1 Quality Objectives, 7.1 Planning of Product Realization, 4.1 General Management, 4.2. Documentation Requirements
1.2 Organizational Structure	5.1 Management Commitment, 5.5 Responsibility, Authority and Communication
N/A	5.5.2 Management Representative, 5.6 Management Review
1.3 Facilities and Equipment	6.3 Infrastructure, 6.4 Work Environment
1.4 Computer Systems Management	6.3 Infrastructure
1.5 Corporate Risk Management	4.1 General Requirements, 6.3 Infrastructure
2.0 Human Resources	
2.1 Administration	6.2.2 Competence, Awareness and training
2.2 Recruiting and Selection	6.2.1 General , 6.2.2 Competence, Awareness and training
2.3 Performance Management	6.2.1 General , 6.2.2 Competence, Awareness and training
2.4 Training & Development	5.4.1 Quality Objectives, 6.1 Provision of Resources, 6.2.1 General, 6.2.2 Competence Awareness and Training
2.5 Compensation and Benefits	6.2.1 Involvement of People (9004)
2.6 Employee Communications	5.5.3 Internal Communications
3.0 Marketing, Business Development and Sales Management	
3.1 Marketing	7.2.1 Determination of requirements related to product, 7.2.2 Review of requirements related to product
3.2 Business Development	7.2.1 Determination of requirements related to product, 7.2.3 Customer communication
3.3 Sales Management	7.2.2 Review of requirements related to product, 7.2.3 Customer Communications

CSIA Best Practices Version 3 Comparison to ISO 9001 and ISO 9004

CSIA Best Practices Criteria	ISO 9001 Requirement
4.0 Financial Management	ISO-9004 Requirement
4.1 Measures of Financial Performance	6.8 Financial Resources
4.2 Financial Planning	6.8 Financial Resources
4.3 Billing Procedures	6.8 Financial Resources
4.4 Management of Credit, Expenses, Cash, Purchasing & Security	6.6 Suppliers and Partnerships, 6.8 Financial Resources
4.5 Project Financial Reporting	6.8 Financial Resources
4.6 Tax Policy	N/A
5.0 Project Management	
5.1 Project Contract Management	7.2.1 Determination of Requirements Related to the Product, 7.2.1 Review of the Requirements Related to the Product
5.2 Project Procurement Management	7.4.1 Purchasing Process, 7.4.2 Purchasing Information
5.3 Project Planning	5.5.3 Internal Communications 7.2.1 Review of the Requirements Related to the Product,
5.4 Project Risk Management	7.1.3.3 Product and Process validation and changes (9004)
5.5 Project Resource Management	6.2.1 General , 6.2.2 Competence, Awareness and training
5.6 Project Communications Management	5.5.3 Internal Communications, 7.2.3 Customer Communications
5.7 Project Scope Management	5.2 Customer Focus, 7.2.1 Determination of Requirements Related to the Product
5.8 Project Schedule Management	5.2 Customer Focus, 7.1 Planning for Product Realization
5.9 Project Budget Management	6.8 Financial Resources
5.10 Project Change Management	4.2.3 Control of Document, 4.2.4 Control of Records
5.11 Project Quality Management	7.5.1 Control of Production and Service Provisions, 8.2.3 Monitoring and Measurement of Process, 8.2.4 Monitoring and Measurement of Product
5.12 Project Closure	8.2.1 Customer Satisfaction, 8.4 Analysis of Data

CSIA Best Practices Version 3 Comparison to ISO 9001 and ISO 9004

CSIA Best Practices Criteria	ISO 9001 Requirement
6.0 System Development Lifecycle	
6.1 Internal Kickoff	5.5.3 Internal Communication, 7.2.1 determination of Requirements Related to the Product
6.2 Requirements	5.2 Customer Focus, Review of Requirements Related to the Product, 7.5.1 Control of Service Provisions
6.3 Design	7.3.1 Design & Development Planning, Design and Development Reviews
6.4 Development	7.3.4 Design and Development Review, 7.3.5 Design and Development Verification, 7.5.6 design and Development Validation
6.5 Unit/Module & Integration Testing	8.2.3 Monitoring and Measurement of Process, 8.2.4 Monitoring and Measurement of Product
6.6 Factory Acceptance Testing	7.5.2 Validation of Process for Production and Service Provision
6.7 System Shipping	7.5.5 Preservation of Product
6.8 Installation	7.5.1 Control of Production and Service Provisions, 7.5.5 Preservation of Product
6.9 Commissioning	7.3.6 Design and development Validation
6.10 Site Acceptance Testing	8.2.3 Monitoring and Measurement of Process, 8.2.4 Monitoring and Measurement of Product
7.0 Supporting Activities	7.2.1, Determination of Requirements Related to the Product, 7.2.2 Review of Requirements Related to the Product
7.1 Process Development and Maintenance	5.1 Management Commitment, 5.5.1 Responsibility and Authority
7.2 Standards and Templates	7.3.1 Design and development planning, 7.3.2 Design and Development inputs, 7.3.3 Design and development outputs, 7.3.4 Design and development review.

CSIA Best Practices Version 3 Comparison to ISO 9001 and ISO 9004

CSIA Best Practices Criteria	ISO 9001 Requirement
7.3 Project Methodologies	7.3.7 Control of Design and Development Changes, 8.1 Measurement, Analysis and Improvement General, 8.2.3 Monitoring and measuring of the processes, Monitoring and Measuring of the product.
N/A	8.3 Control of Nonconforming Product
7.4 Procurement Management	7.4.1 Purchasing Process, 7.4.2, Purchasing Information, 7.4.3 Verification of Purchased Product
7.5 Risk Management	7.2.1 Determination of requirements related to the product, 7.5.1 Control of Production and Service Provisions, 8.2.1 Customer Satisfaction, 8.4 Analysis of Data
7.6 Configuration Management	4.2.3 Control of Documents, 4.2.4 Control of Records, 7.3.7 Control of Design and Development Changes,
7.7 Reuse Management	7.1 Planning of product realization, 7.2.1 Determination of requirements related to the product, 7.3.1 Design and development planning
8.0 Quality Assurance Management	
8.1 Quality Management-Continuous, Measurable Improvements	8.1 General, 8.4 Analysis of Data, 8.5.1 Continual Improvements, 8.5.3 Preventive Action
8.2 Quality Management-Client Satisfaction Measurement	8.2.1 Customer Satisfaction
8.3 Quality Management-Client Services	5.1 Management Commitment, 5.2 Customer Focus
8.4 Quality Management-Project Quality Assurance	ISO-9000 Standard

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