

Mapping of the Home Care Standards and ISO 9001:2008 Quality Management System Requirements

Home Care Standards Expected Outcome	ISO 9001:2008 Reference		
Standard 1: Effective Management			
1.1 Corporate Governance	5 Management responsibility	5.1 Management commitment	
		5.2 Customer focus	
		5.3 Quality policy	
		5.4 Planning	5.4.1 Quality objectives
			5.4.2 Quality management system planning
		5.5 Responsibility, authority and communication	5.5.1 Responsibility and authority
			5.5.2 Management representative
			5.3.3 Internal communication
		5.6 Management review	5.6.1 General
			5.6.2 Review input
			5.6.3 Review output
	6 Resource management	6.1 Provision of resources	
	7 Product realisation	7.4 Purchasing	7.4.1 Purchasing processes
			7.4.2 Purchasing information
			7.4.3 Verification of purchased product
1.2 Regulatory Compliance	1 Scope	1.1 General	
	7 Product realisation	7.2 Customer-related processes	7.2.1 Determination of requirements related to the product
1.3 Information Management Systems	4 Quality Management System	4.1 General requirements	
		4.2 Documentation requirements	4.2.1 General
			4.2.2 Quality manual
			4.2.3 Control of documents
			4.2.4 Control of records
1.4 Community Understanding and Engagement	5 Management Responsibility	5.2 Customer focus	

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1.5 Continuous Improvement	5 Management Responsibility	5.3 Quality policy	
		5.4 Planning	5.4.1 Quality objectives
		5.6 Management review	5.6.1 General
			5.6.2 Review input
			5.6.3 Review output
	6 Resource Management	6.1 Provision of resources	
	7 Product realisation	7.2 Customer-related processes	7.2.3 Customer communication
	8 Measurement, analysis and improvement	8.1 General	
		8.2 Monitoring and measurement	8.2.1 Customer satisfaction
			8.2.2 Internal audit
			8.2.3 Monitoring and measurement of processes
			8.2.4 Monitoring and measurement of product
		8.3 Control of nonconforming product	
		8.4 Analysis of data	
		8.5 Improvement	8.5.1 Continual improvement
			8.5.2 Corrective action
			8.5.3 Preventive action
1.6 Risk Management	4 Quality Management System	4.1 General requirements	
	8 Measurement, analysis and improvement	8.4 Analysis of data	
1.7 Human Resource Management	6 Resource Management	6.2 Human resources	6.2.1 General
			6.2.2 Competence, training and awareness
	7 Product realisation	7.5 Production and service provision	7.5.2 Validation of processes for production and service provision
1.8 Physical Resources	6 Resource Management	6.3 Infrastructure	
		6.4 Work environment	
	7 Product Realisation	7.6 Control of monitoring and	

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		measuring equipment	
	7 Product Realisation	7.1 Planning of product realisation	
		7.5 Production and service provision	7.5.5 Preservation of product
Standard 2: Appropriate Access and Service Delivery			
2.1 Service Access	7 Product Realisation	7.2 Customer-related processes	7.2.1 Determination of requirements related to the product
			7.2.3 Customer communication
2.2 Assessment	7 Product Realisation	7.2 Customer-related processes	7.2.1 Determination of requirements related to the product
			7.2.2 Review of requirements related to the product
			7.2.3 Customer communication
2.3 Care Plan Development and Delivery	7 Product Realisation	7.5 Production and service provision	7.5.1 Control of production and service provision
			7.5.2 Validation of processes for production and service provision
			7.5.3 Identification and traceability
			7.5.4 Customer property
NOTE: 7.3 Design and development may be applicable to this expected outcome			
2.4 Service User Reassessment	7 Product Realisation	7.5 Production and service provision	7.5.1 Control of production and service provision
			7.5.2 Validation of processes for production and service provision
2.5 Service User Referral	7 Product Realisation	7.5 Production and service provision	7.5.1 Control of production and service provision
			7.5.2 Validation of processes for production and service provision
Standard 3: Service User Rights and Responsibilities			
3.1 Information Provision	7 Product Realisation	7.2 Customer-related processes	7.2.3 Customer communication
3.2 Privacy and Confidentiality	4 Quality Management	4.2 Documentation	4.2.3 Control of

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	System	requirements	documents
			4.2.4 Control of records
3.3 Complaints and Service User Feedback	7 Product realisation	7.2 Customer-related processes	7.2.3 Customer communication
	8 Measurement, analysis and improvement	8.2 Monitoring and measurement	8.2.1 Customer satisfaction
		8.3 Control of nonconforming product	
		8.4 Analysis of data	
		8.5 Improvement	8.5.1 Continual improvement
			8.5.2 Corrective action
			8.5.3 Preventive action
3.4 Advocacy	7 Product Realisation	7.5 Production and service provision	7.5.1 Control of production and service provision
			7.5.2 Validation of processes for production and service provision
3.5 Independence	7 Product Realisation	7.5 Production and service provision	7.5.1 Control of production and service provision
			7.5.2 Validation of processes for production and service provision