

# QUALITY MANAGEMENT SYSTEM (QMS)

## INTRODUCTION

Qualitists practices unique methodology of System and Process approach which draws its strength from the Principles underlying the Quality Management System (QMS). Every system has its foundation on certain principles which if bypassed, the drawn conclusions made for the improvement or redesigning might end up as embarking on a journey leading to no destination. "A quality management principle is a comprehensive and fundamental belief, for leading and operating an organization, aimed at continually improving performance over the long term by focusing on customers while addressing the needs of all other stake holders".

## QUALITY MANAGEMENT SYSTEM

The design and establishment of QMS based on ISO 9000:2000 is structured within 8 Principles of ISO 9000 which are:



The Knowledge Persons at Qualitists review and evaluate the current and desired state of the Customer's existing system. During this Gap Analysis, independency and integrity is strictly adhered to. After a careful review of the outcomes of this exercise, solutions are offered to the Customer's Decision Makers.

## **QUALITY MANAGEMENT SYSTEM - ISO 9000:2000**

ISO stands for International Organization for standardization. It is based in Geneva, Switzerland and was formed in the year 1947. The organization consists of representatives more than ninety countries. Each country is represented by its standard body. ISO comprises more than 180 technical committees, covering many industrial sectors and products. These technical committees, as far as possible, try to address the requirements of the member countries while formulating their standards. It aims at harmonization of standards at the international level with a view to minimize trade and technical barriers. ISO publishes both product and system standards.

### **ISO STANDARDS**

ISO 9000 is a series of standards for Quality Management and Quality Assurance. While ISO 9001 is meant for certification purpose, ISO 9000 and ISO 9004 provide vocabulary and guidelines. The latest revision of the standard has taken place in December 2000. The ISO 9001 (Version 2000) replaces the old version (1994 version) of ISO 9001, ISO 9002 and ISO 9003.

### **THE BENEFITS OF ISO 9000 REGISTRATION INCLUDE**

- Clarity in scope of authorities and responsibilities.
- Better record keeping, documentation and Proceduralisation.
- Better traceability to root causes of quality problems.
- Rectification of errors at the earliest stage.
- Proactive improvement strategies.
- Enhanced corporate image and market positioning.
- Reduction in the need for multiple second party assessments.

## STEPS INVOLVED IN ISO 9000 CERTIFICATION

### 8. Final Assessment:

Certification audit by the Certifying agency and recommendation for certification.

### 7. Pre Assessment:

Initial audit by Certifying agency, and implementation of corrective actions.

### 6. Internal Quality Audits:

Periodic assessment of quality system implementation and corrective actions.

### 5. Company-wide Training:

Training on ISO 9000:2000 clauses and Quality Audit.

### 4. System Implementation:

Implementation of quality system as per the Quality Manual(s).

### 3. System Documentation:

Preparation of Quality Manual(s) and relevant documentation and records.

### 2. Orientation Training:

Top/Senior Management orientation on ISO 9000:2000 requirements and action plans.

### 1. Gap Analysis:

Assessment of existing quality management practices vis-à-vis ISO 9000:2000 requirements.

## QUALITY MANAGEMENT SYSTEM - AUDITING & TRAINING

ISO9000:2000 and other management systems require companies to have a systematic and independent auditing system to verify compliance, implementation and achieving the desired result.

An independent Auditing is an effective way of painting true picture of what is happening in the organization and therefore provides an opportunity to make adjustments for the improvements.

Qualitists offers the services of Qualified Auditors for:

- Internal Auditing
- Supplier Audits
- Third Party Auditing
- Auditing Training

## QUALITY MANAGEMENT SYSTEM – CONTINUAL QUALITY IMPROVEMENT

Organizations today are operating in a market dominated by high competition and pursuing solutions which makes operational feasibility sustainable. In making a concerted effort to improve the quality of their products and services, Qualitists offers its Knowledge and Proficiency to this new wave of quality concern for interested Customers who strive for continual improvement.

Qualitists sincerely believe in all cases of CQI Programs, that:

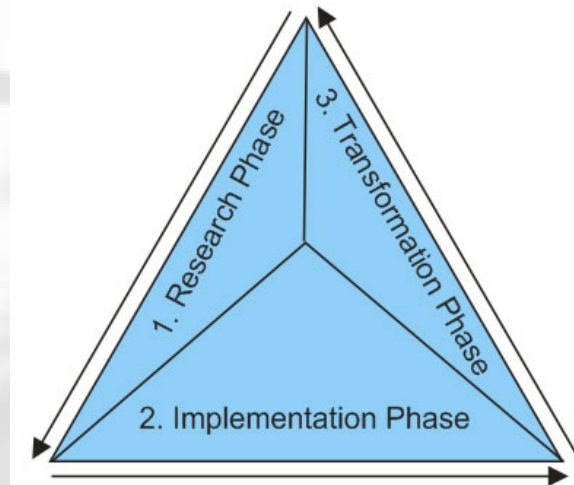
1. It is continuous ongoing effort
2. The CQI Program is owned by the Customer
3. Qualitists will be assisting as facilitators, trainers, and marketers for CQI
4. Qualitists doesn't operate the program

We will bring to the CQI process available resources, materials and assistance as necessary to ensure successful facilitation. Specific outcomes you can expect to occur as a result of our facilitation of a CQI project are:

Our implementation plan/approach involves three phases as follows:

### **1. Research Phase:**

We would be involved in dialogues with the management and the potential CQI leaders. We would review information concerning customer service satisfaction, employee opinion surveys, efforts on quality assurance, and most recent surveys. This research would allow us to prepare for the implementation phase, strategic planning and the development of the targets within the master plan. This also sets in motion a method for evaluating where we expect significant improvement as we move into the generalization phase.



### **2. Implementation Phase:**

The components of the implementation plan include:

- i. Strategic goal setting & action plan development.
- ii. Coaching system development including key executives and internal facilitators.
- iii. Executive training including key indicators being developed for management training.
- iv. Mid-management training.
- v. Facilitator training.
- vi. Staff training.

### 3. Transformation Phase:

The transformation phase would include the development of any additional training, refinement of the strategic action plan and the development of the next stage of the strategic action plan. In this part of the plan, the organization would operationalize and culturally accept the CQI process.

In this phase we will provide follow up training, research and retreat facilitation. This would allow us to set in motion a plan for assuring the program will continue successfully without our intense ongoing assistance.

In this phase the goal is to "gradually pulling out" the facility from the need to rely on consultants for the day-to-day implementation of the overall program. It needs to become the organizations' program, not any other person or groups' program.

### **QUALITY MANAGEMENT SYSTEM - TOTAL QUALITY MANAGEMENT (TQM)**

**Total** organization using **Quality** principles for the **Management** of its business processes

A term initially coined by the US Naval Air Systems Command to describe its Japanese style management approach to quality improvement. Since then, TQM has taken on many meanings. Simply put, it is a management approach to long-term success through customer satisfaction. TQM is based on the participation of each and everyone in the organization in improving processes, products, services and the culture in which they interact. The methods for implementing this approach are found in the teachings of quality leaders such as Philip B. Crosby, W. Edwards Deming, Armand V. Feigenbaum, Kaoru Ishikawa and Joseph M. Juran.

Qualitists has exclusive presentations on the Philosophy and Methodology of Total Quality Management (TQM). Customers are encouraged to set an appointment for the presentation which is typically of 90-180 minutes depending upon the discussion before it.