

Quality Management

Your guide to Quality Management
and using ISO 9001
for competitive tendering...



Welcome

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Webinars

Monday 8th June : 10am

What is quality management and the basics of ISO9001

Monday 15th June : 1pm

The structure of ISO9001, key documents and arrangements – writing a policy

Monday 22nd June : 4pm

Quality management and tendering



Main purposes of webinars..

How Quality Management and ISO 9001 can help you to...

- Win more tenders
- Make your business more efficient & save you money
- Ensure your customers are happy

You will leave with information that will instantly improve your tender 'score'



Today . . .

Looking at what we mean by quality management

The principles of good quality management

Introducing you to ISO9001



What is Quality Management?

Quality management is a company-wide approach to understanding precisely what customers need and consistently delivering this within budget, on time and with the minimum loss to your business ...



Why manage quality?

A properly implemented and effective business management system identifies and manages organisational risks to ensure that:

- you consistently deliver the products and services that customers want, when they want them and to the quality they expect
- customer satisfaction and loyalty is improved
- your goals and objectives are achieved
- your risk is identified and effectively managed
- products, services and the processes that deliver them to customers are continually improved
- waste in your company is identified and eliminated
- your supply chain and partnerships deliver value to all involved



Which of these risks may be relevant to your organisation?

- failure in the quality of your product or service
- not identifying trends in customer needs
- not meeting customer, legal or industry requirements
- your product, service or facilities harming an individual, society or the environment
- suppliers compromising your product or service quality, or delivery
- losing customer data or property
- your product or service becoming too expensive for the target market

Consider each of the following

Ask yourself – how do we measure up?

These following 9 subjects address good quality management practice (and all are relevant to ISO9001)



Management responsibility

- Business is purely market driven, there are no clear targets, objectives nor planning. Resources are allocated on a reactive basis. Training only seen as a cost
- There is clear, customer-focus which links to business plan. Individuals have performance targets. Training is targeted.

Business reviews

- No reviews are undertaken – business is driven by cash-flow only
- Reviews are based on policy and customer feedback. Completed regularly. Reviews result in improvement activities that are completed and checked for effectiveness

Customer care

- Customer care policy is not known and little evidence of the business being customer focussed or interested in customer concerns
- The policy is displayed and understood. There are mechanisms for gathering customer feedback (positive and negative) and this is considered during business review

Staff & employees

- No written contracts with employees. Verbal instructions to employees can be contradictory.
- All employees understand their role within the company and their part in achieving success. New starters are provided with induction.

Work environment & process

- No review of health and safety hazards. Key processes not identified and equipment only maintained when it breaks. No method of ensuring customer and management expectations are met. Storage facilities poor.
- Work environment safe. Key processes identified and described. Training in all aspects for production/service provided.

Supplier management

- No supplier evaluation or selection. Poor purchase requirements. Focus on ease of supply rather than consideration of quality.
- Suppliers categories on risk to business. Good relationship with key suppliers. Supplier performance monitored. Focus on quality of supply.

Documentation

- No knowledge of regulatory requirements. Sales and marketing material does not exist. No mechanism to manage / retrieve key documents that impact on product.
- Staff are aware of regulatory requirements. Controls are implemented. Possible future changes area assessed for impact on the business.

Prevention & correction of problems

- No mechanism in place for resolving problems, nor any planning to prevent or limit effect of potential problems. No business targets against which actions are taken (and measured).
- Forward planning is visible and considers risks to the business. Processes in place for eliminating the root cause of issues. Customer feedback and performance data used to drive improvement activities.

Records

- No meaningful records are available to provide basis of assessing business success.
- Good records are maintained and retrievable for all areas of the business. Records relating to performance are reviewed. Customer details are current and easily accessible

Consider your position

- If you were consistently in the area of **good** practice then you already have all the elements of an effective QMS
- You also have in place the elements required to seek ISO9001 certification
- Note that if you were in **poor** area then you face considerable risk

What is ISO 9001?

- World's most recognised standard
- 187,000 organisations are registered
- Framework to manage your business to ensure
 - Customer satisfaction
 - Internal improvement
 - Manage Business Risk



ISO 9001

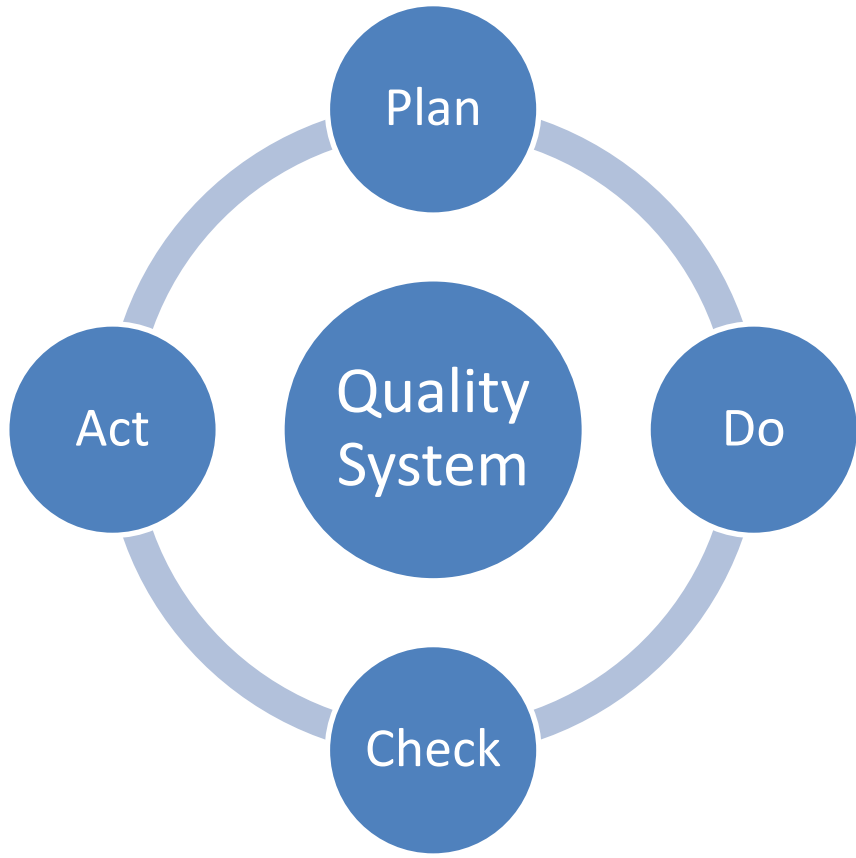
- Single standard
- Manufacture & service
- Clear language
- All sizes of organisations
- Structure of linked processes
- Measures of improvement and effectiveness
- Alignment with other systems



ISO 9001

- Describes a number of requirements (Clauses)
- Fulfil these requirements in full to achieve certification
- Certification awarded by independent audit
- Provides assurance to potential clients that you present reduced risk

The Systematic Approach



ISO 9001 – The benefits

- Create a more efficient, effective operation
- Increase customer satisfaction and retention
- Reduce audits / assists PQQ
- Enhance marketing
- Improve employee motivation, awareness and morale
- Promote international trade
- Increases profit
- Reduce waste and increase productivity



ANY QUESTIONS?



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