

Quality Management

Your guide to using ISO 9001
for competitive tendering...



Welcome

Frances Goldie (SDP Development Officer)

Ian Phillips (QCS International)



Webinars

Monday 8th June : 10am

What is quality management and the basics of ISO9001

Monday 15th June : Noon

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 . . .

Why you are asked about quality management in tender activity

What questions might you be asked?

The most constructive way to answer questions – to give yourself maximum score



Today . . .

If you have examples of questions or issues raised in the tendering process then do let us know.



Why do people ask about quality?

- Risk – by assessing suppliers your potential clients reduce their risk
- Confirmation of ability to supply the required goods/services
- Establish the mechanisms in place to ensure delivery and that things are there should the go wrong
- Providing assurance that the risks are reduced / or eliminated



Pre qualification

- Requires only Quality Policy which indicates ISO 9001 certification
- Further request for tender information varies from
 - Copy of ISO 9001 certificate
 - Full statement of the quality management system

Common tender questions...

No standard format but...

- Does your company have a formalised Quality Management System?
- If yes – what standard is it based on?
- Is the system approved by an independent body?

- If you do not have a formal QMS?
 - Do not just say no
 - Explain what arrangements you do have
 - How you inspect/check work and goods
 - How you ensure you have systems in place
 - Careful management of documentation
 - Systems in place if things go wrong

Answering questions

Some questions seem difficult, irrelevant or not apparently linked to the product/service

Always try to give a positive answer where possible (but never lie)

If you need to give a 'negative' answer add some text if possible to explain why and what you actually do

Common tender questions...

- Who is responsible for Quality?
- If you do not have anyone – appoint someone!
- Let them know that quality is considered by all managers – they all have a role
- You let everyone know about their role in quality management

Common tender questions...

- Please send your manual/list of relevant procedures.
- If you do not have any?
- Explain how you organise your business
- Send what you do have even if you do not think it is in a QMS format

Common tender questions...

- If certified, please send your last audit report
- If you are not certified then explain this and provide some explanation
- Send the latest audit report if you have one

Common tender questions...

- Do you perform Internal Audits? Send a procedure.
- If you do not, then perhaps explain that you do undertake inspections, reviews, studies etc
- If you do then send a procedure

Common tender questions . . .

- Would you be happy to host an audit or inspection?
- To give a negative answer here would weaken your tender submission
- Always welcome audits/inspections
- If they then ask to visit then prepare for it (note that audits usually only take place with suppliers who are on contract)

Common tender questions...

- How do you ensure competency of your staff?
- Describe how you recruit
- Induction
- Probationary periods
- Appraisal
- Training identification and completion

Common tender questions...

- Do you ensure equipment is calibrated?
- Asset management systems
- IT systems
- Record keeping
- Labelling and identification of equipment

Common tender questions...

- How do you evaluate subcontractors and vendors?
- Base on good working relationships
- Audits and visits
- Supplier questionnaire
- Review
- And removal as a supplier if necessary

Common tender questions...

- Do you have a procedure for contract review?
- This means having a procedure to review the potential contract/work to establish your ability to supply (and to say if you cannot meet a deadline)
- To supply to customer need, on time
- Risk reduction for the potential customer

Do you have any questions?

- What questions or requests have you had from a PQQ or tender?

And finally...improve you score today

- Write a Quality Policy
- Decide what you key 'process controls are' & document these
- Implement elements of ISO 9001 today

ANY QUESTIONS?