

Quality Management Systems

A brief introduction to ISO9001:2008, what it is about and the benefits to its introduction.

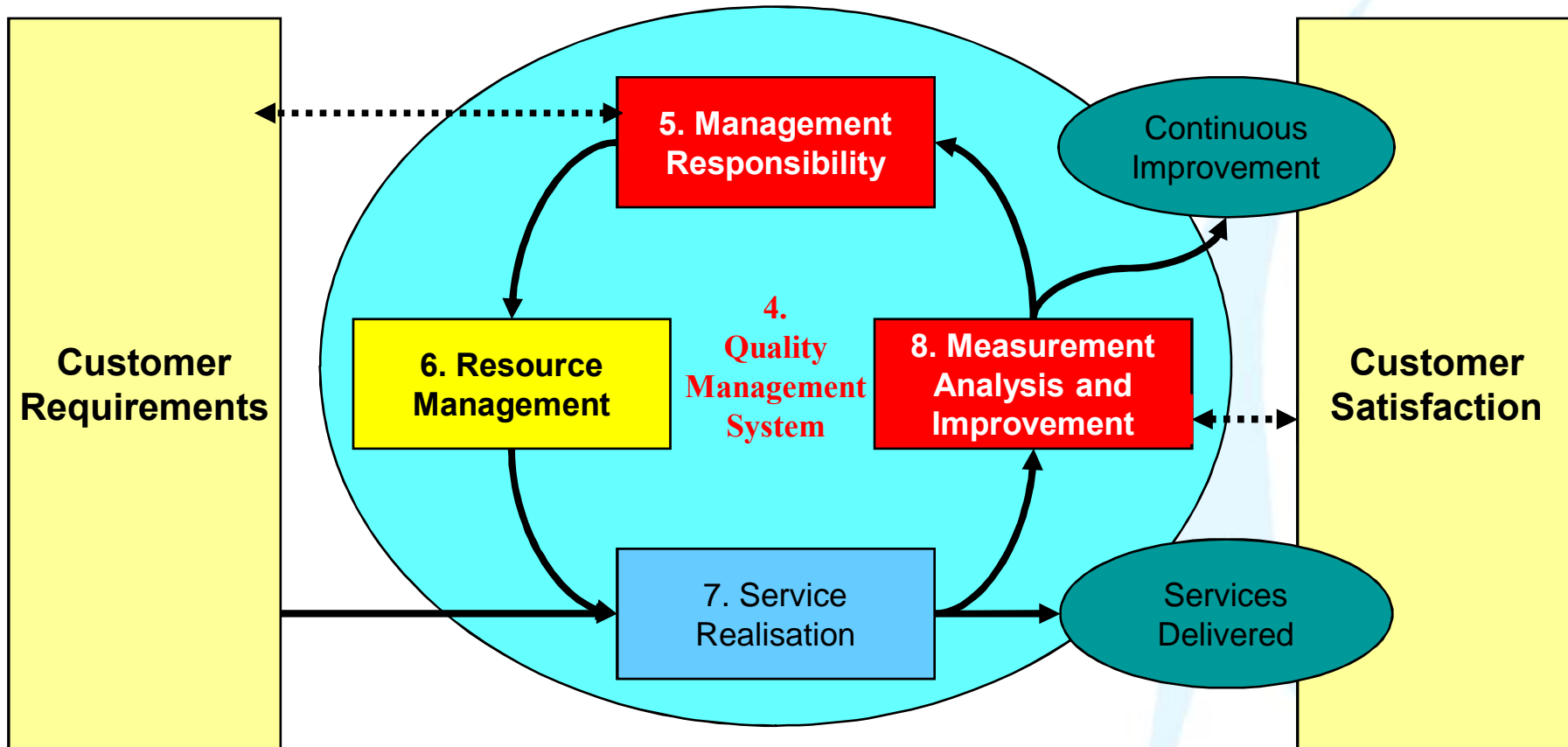
ISO9001:2008 & Quality Management Systems (QMS)

- ★ Every organisation has a QMS of some description - even if by default - if it's sensible is another story!
- ★ Class leading organisations invariably have a well defined, designed and integrated QMS that is subjected to rigorous scheduled review, improvement & update
- ★ Many such organisations have turned to ISO9001 in its various incarnations for guidance and structure - a stepping stone to achieving excellence
- ★ Excellent management systems will comply with the intent and spirit of ISO9001:2008 even if they have no intention of seeking certification
- ★ Business frameworks such as the EFQM Excellence Model are easily complimentary when adopting ISO9001 compliant practices

Principles & Purpose of a Quality Management System

- ★ A QMS is definition and control of all the activity undertaken in running any business designed to assure the quality of product or service delivery regardless of how the organisation chooses to deliver them.
- ★ QMS should enable and support the production of goods or services not inhibit them.
- ★ QMS should provides a natural home where plans & strategies are linked to and delivered through day to day operation
- ★ QMS provide structure, context & detailed guidance for all those who work within it, thus giving predictability to management of the results that will be achieved
- ★ When things go wrong, it supports the effective analysis of non conformity, its correction then eradication

The ISO 9001:2008 approach



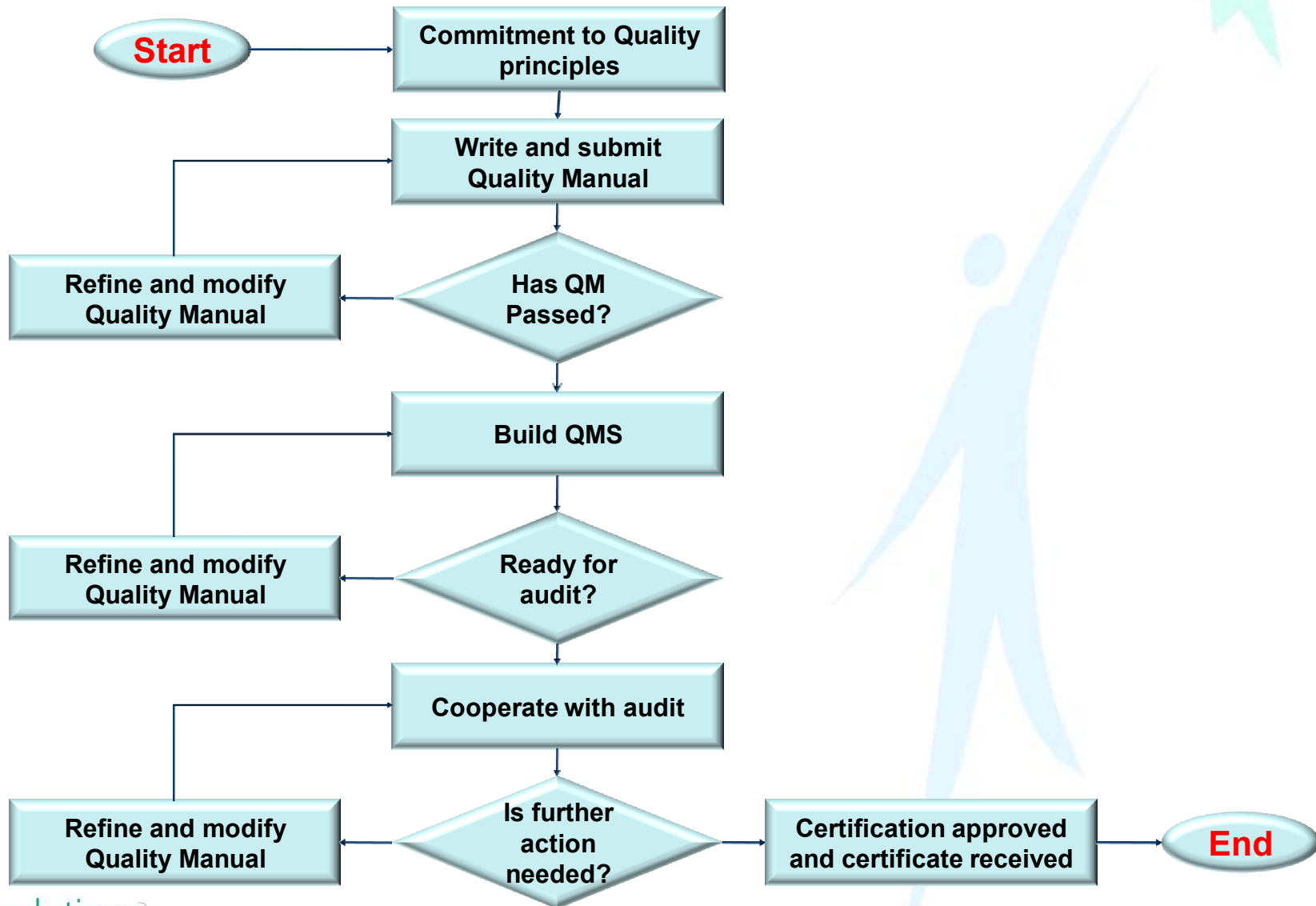
Numbers indicate clauses in the ISO9001 standard

Certification to ISO9001:2008

Is it necessary?

- ★ No - huge benefits can be had by simply adopting and complying with the principles.
- ★ Certification should be a by-product of a good management system - not the reason
- ★ Being certified means that an external body has independently agreed that you have a robust and integrated management system - they also keep an eye on you!
- ★ Some industries must have it to trade and take part in tendering processes

How Do You Become a Certified company?



What are the Benefits to Adopting ISO9001:2008 Disciplines?

- ★ Helps the organisation deliver products or services that meet the customers need
- ★ A powerful clarion call for staff to deliver high standards to the business
- ★ Re-work & waste reduced . predictability increases & planning is easier
- ★ Qualitative & quantitative data from audits etc. help target process improvement
- ★ Logical & important foundation step on journey to best in class and excellence
- ★ Supports other business models such as the EFQM Excellence Model
- ★ Staff confidence, pride and morale improves
- ★ Gives external recognition to your organisation



Does ISO9001:2008 have any weaknesses?

★ Yes, it does:

- ★ It doesn't concern itself with whether or not an organisation achieves desired business results.
- ★ It is not as holistic as some business models such as the EFQM Excellence Model
- ★ Bureaucracy remains a danger unless compliance and certification is carefully controlled and undertaken.

But all is not lost - if your QMS covers all aspects of your business activity including strategy and planning it can resolve some of these issues

What can we do to help?

★ Ley hill has a wealth of experience in:

- ★ Developing quality policies and quality manuals
- ★ Documenting processes and quality processes and procedures
- ★ Training staff and managers in ISO9001 and Internal Auditing
- ★ Supporting Management teams through ISO9001 certification process

★ We also have experience in:

- ★ Using and assessing against the EFQM Excellence model
- ★ Building management systems based on ISO14001 and OHSAS18001.
- ★ Developing Balanced Scorecard Strategy & Performance management systems
- ★ Investors in People systems
- ★ Developing process improvement systems using Lean and Six sigma techniques
- ★ Business Continuity Management and Contingency planning systems
- ★ Customer Service standards

★ If you want to know more please take a look at our website:

www.leyhill.com

★ Or you can call us on:

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