



SATiBA Symposium

NUTS AND BOLTS

of a Quality Management System

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The right quality system depends on the needs of your business and customers

- Easy to integrate and use
- Meet the desired quality standards and demonstrate compliance with policies, procedures etc
- Flexible enough to change and adapt as your processes improve



Quality Principles





Organisational structure and responsibilities

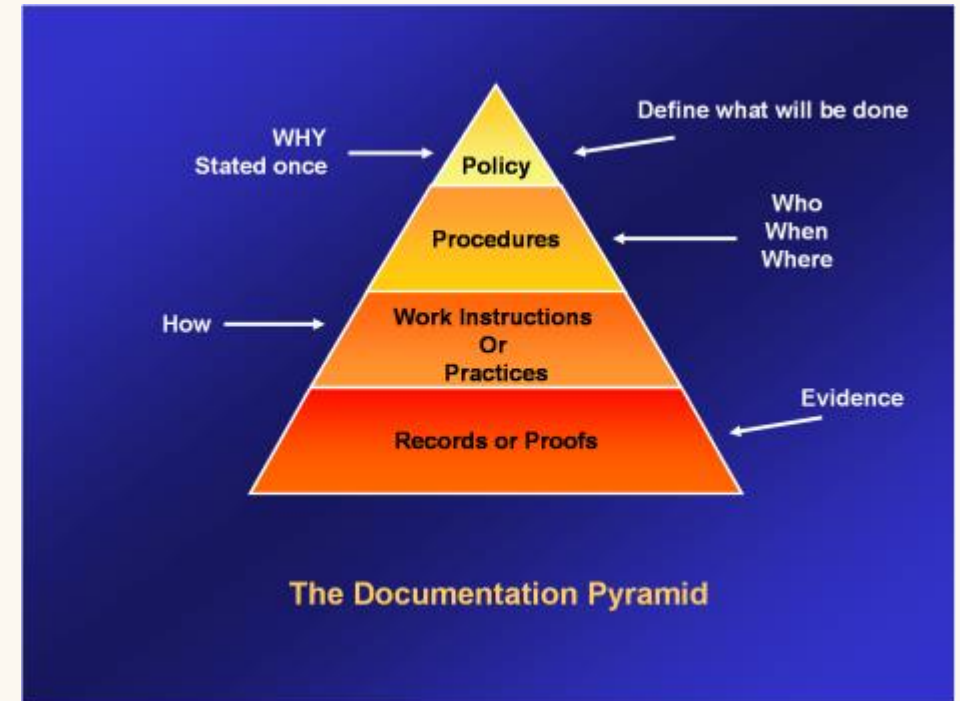
- Quality champion with adequate authority
- Quality professionals who can provide the knowledge, tools and guidance to help everyone else play their part in achieving quality
- Everyone in your organisation
 - Dedicated to protecting and strengthening their organisations by making sure stakeholders' needs are met – and ideally, that their expectations are exceeded

“Quality is not an act, it is a habit”. Aristotle



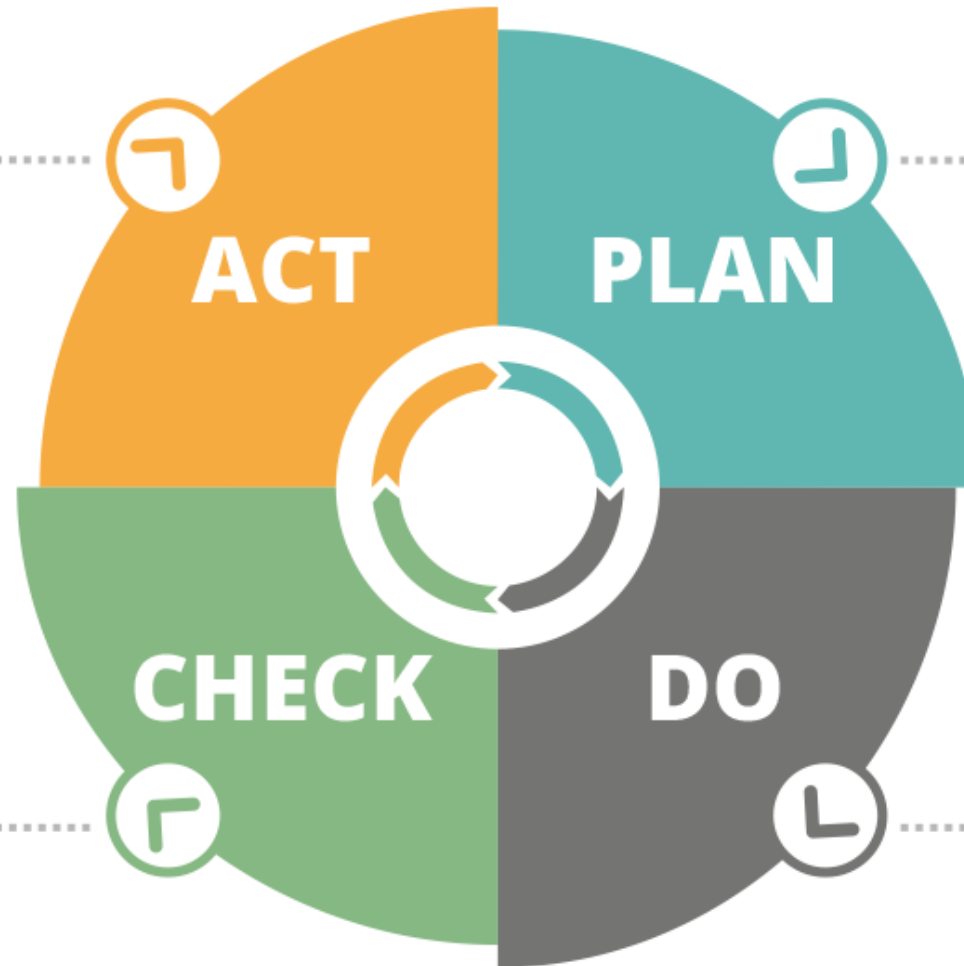
Core Elements

- Documentation
 - Quality policy
 - Quality objectives
 - Quality manual
 - Quality procedures, instructions, and records
 - Document control system
 - Corrective and preventative actions
 - Proficiency



PDCA Cycle Simplifies the Process Approach

- ✓ Review the findings of your quality management system
- ✓ Re-evaluate both the processes and the product
- ✓ Begin the quality management process again



- ✓ Identify your goals and baseline
- ✓ Assemble internal resources
- ✓ Determine quality standards and the requirements to meet those standards
- ✓ Determine what procedures will be used to ensure criteria is being met

- ✓ Control, measure and monitor your outputs to ensure they meet expected criteria
- ✓ Identify areas where there is opportunity for improvement

- ✓ Organize supporting documentation (ISO documentation, policies, procedures, training materials, work instructions, etc.) in a document management system
- ✓ Train employees on new process(es)
- ✓ Deploy the quality management system





Monitoring and Improvement

- Data management
- Stakeholder satisfaction and feedback
- Internal audits
- Management review
- Continuous improvement



Advantages of having a Structured QMS



Customer Outcomes

Improved and aligned processes, services and products

Management of Risk



Empowered and engaged employees

Financial

Business growth

“Quality is the result of a carefully constructed cultural environment. It has to be the fabric of the organisation, not part of the fabric”. Philip Crosby



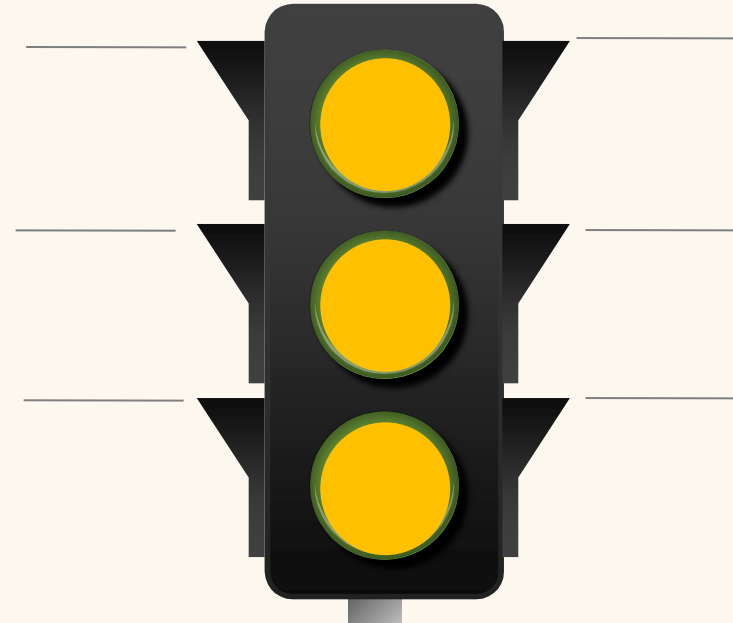
Challenges with Implementation



The time involved

Change resistance

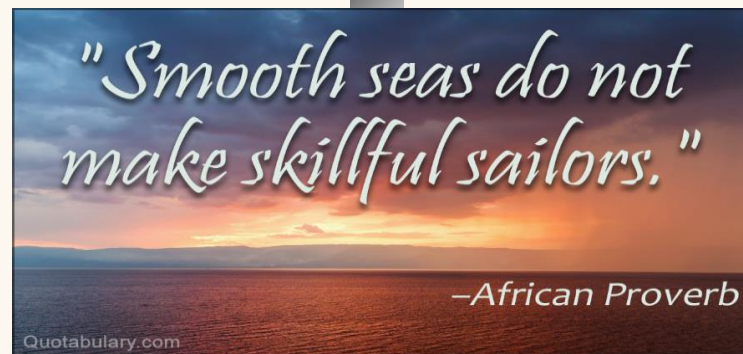
Quality fatigue



Management buy-in

Documentation

Cost of certification



Building a Quality Culture

- Training
- Journal clubs
- CPD
- Quality week
- Competitions
- Celebration of success
- Surprise gifts
- Knowledge sharing
- Collaboration internally

CONSISTENCY
IS 

Time to Celebrate!



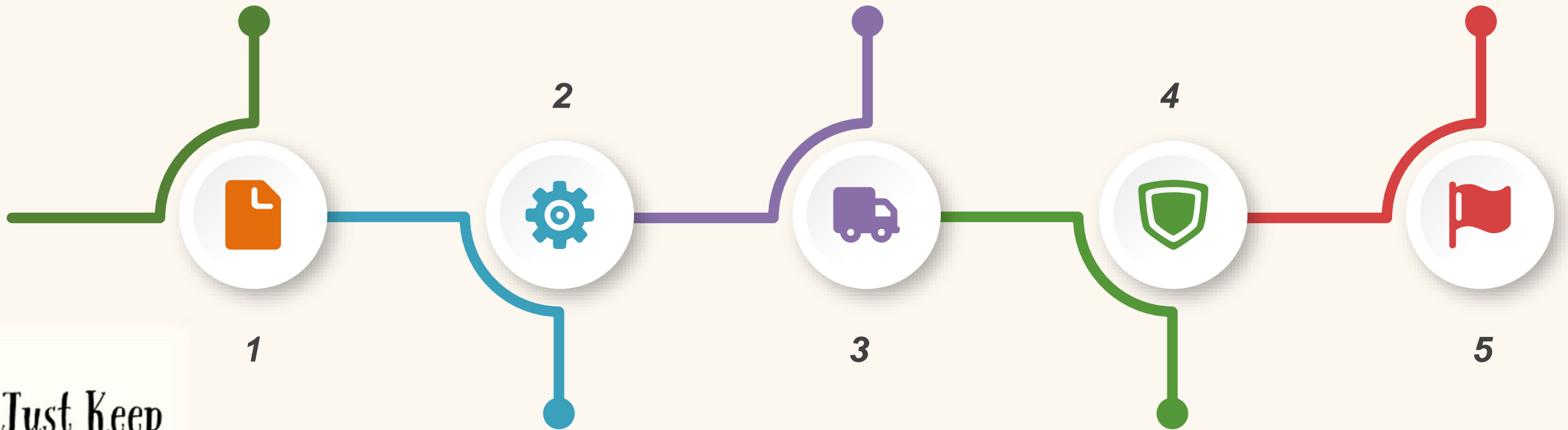
It's a Journey



Starting with the
end in mind

Passionate

Acceptance the
road is not
always smooth



1

2

3

4

5

Just Keep
SWIMMING
- Dory

Consistency

Resilience





GRAZIE
Mamana

MATONDO
KIITOS

Thank

MERCICI

Kia Ora

Obrigado

You

ASANTE

NIRRINGRAZZJAK

Arigato

Matondo

Salamat

MAAKE

Matur Nuwun
Chokrane
Raibh Maith Agat
Kiitos

Mochchakkeram