



Quality Management



erga

General Awareness

Prepared by **Quality Management Dpt**
Presented by **Quality Management HOD**

Erga Academy

TQM01 – Initiation to TQM

All tracks

2 credits

- What is ISO?
- What is QMS?
- QMS Standards
- ISO 9001 Quality Management Principles
- Process-based Quality Management System
- ISO9001:2008 Requirements
- Basis of Quality Management Systems
- Benefits of a QMS
- Quality Documentation Structure
- Hierarchy of the Quality Department
- Quality Team Role





What is ISO?



International
Organization for
Standardization

For more info: www.iso.com

- The **I**nternational **O**rganization for **S**tandardization
- An independent, non-governmental membership organization and the world's largest developer of voluntary international standards (technical, environmental and management...).
- Made up of members from the national standards bodies of 164 countries with a Central Secretariat based in Geneva, Switzerland.
- Since ISO began operating in 1947, it has developed more than 20000 international standards by agreement, based on consensus among experts in the relevant fields drawn from countries around the world.



What is ISO?

Standardization Process



International
Organization for
Standardization

For more info: www.iso.com





What is QMS?

ISO 9000:2005 QMS – Fundamentals & vocabulary



System

Set of interrelated or interacting elements

Management System

System to establish policy and objectives and to achieve those objectives

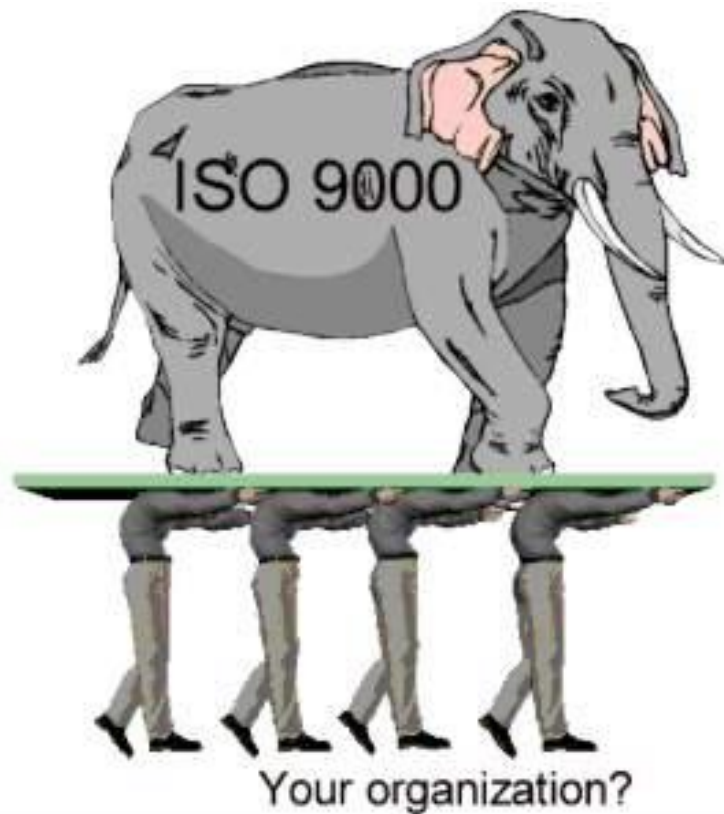
Quality Management System

Management System to direct and control an organization with regard to quality.

Quality

is the degree to which a set of inherent characteristics (of a product or service) fulfills requirements (Customer & Regulations)

+ What is QMS?





QMS standards

ISO 9000 Family

ISO 9001: Requirements of a Quality Management System

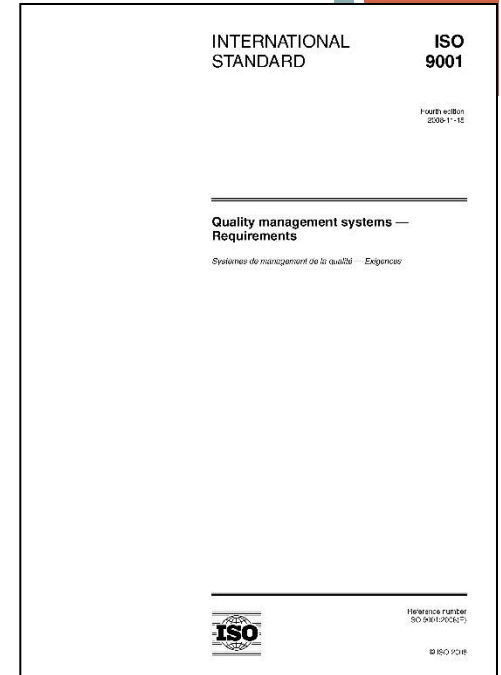
revised every 6 years

1 st Issue	1 st Revision	2 nd Revision	3 rd Revision
1987	1994	2000	2008

A generic standard managing quality for any organization

Emphasis on customer satisfaction & continual improvement

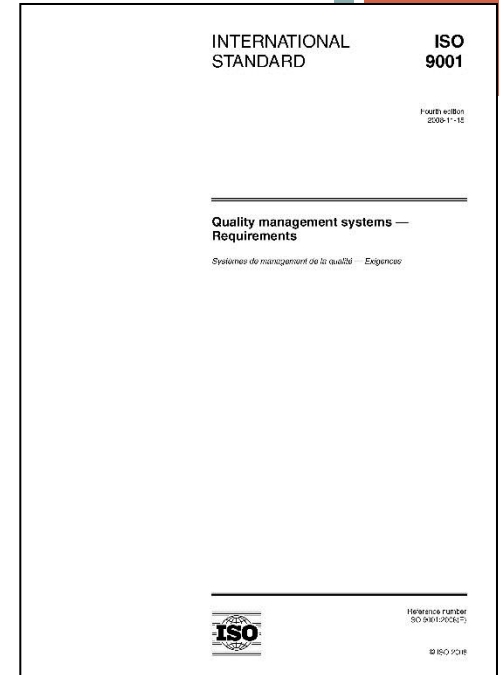
ISO 9001: The only standard used for certification



ISO 9000 Family

ISO 9000:2005 covers the basic concepts and language
ISO 9004:2009 focuses on how to make a QMS more efficient and effective

ISO 19011:2011 Guidance on internal & external audits...





Quality Management Principles





Quality Management Principles

Customer focus

Organizations depend on their customers and therefore:

- should understand current and future customer needs,
- should meet customer requirements
- strive to exceed customer expectations.



Leadership

- Leaders establish unity of purpose and direction of the organization.
- They should create and maintain the internal environment in which people can become fully involved in achieving the organization's objectives.





Quality Management Principles



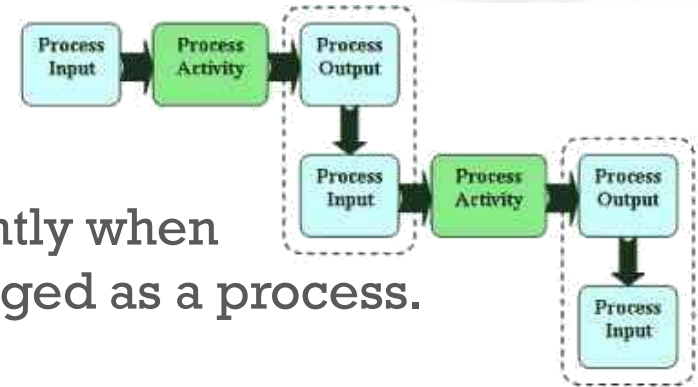
Involvement of people

- People at all levels are the essence of an organization
- Their full involvement enables their abilities to be used for the organization's benefit.



Process approach

- A desired result is achieved more efficiently when activities and related resources are managed as a process.



System approach to management

- Identifying, understanding and managing interrelated processes as a system contributes to the organization's effectiveness and efficiency in achieving its objectives.



Quality Management Principles



Continual improvement

- Continual improvement of the organization's overall performance should be a permanent objective of the organization.



Factual approach to decision making

- Effective decisions are based on the analysis of data and information.



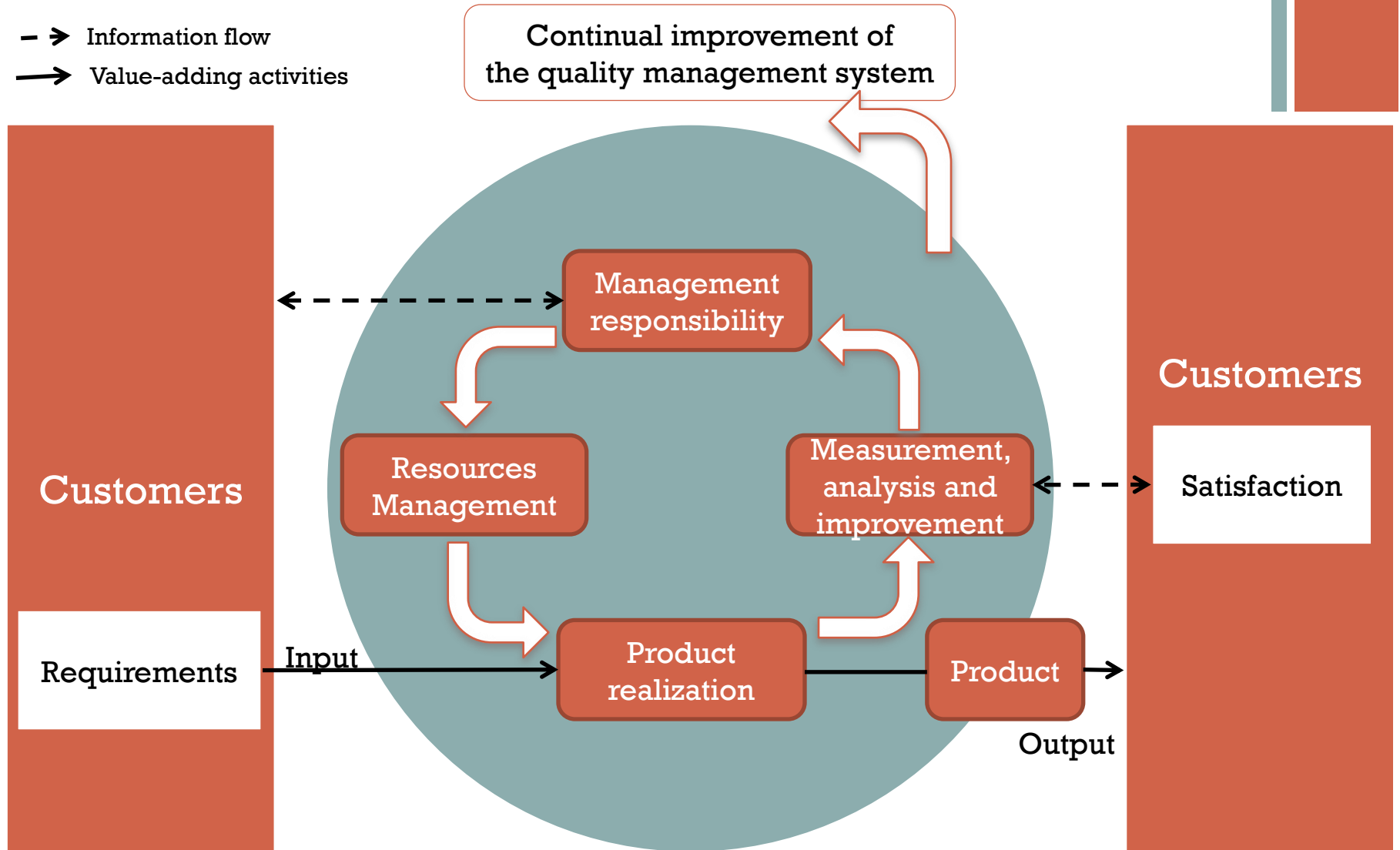
Mutually beneficial supplier relationships

- An organization and its suppliers are interdependent and a mutually beneficial relationship enhances the ability of both to create value.

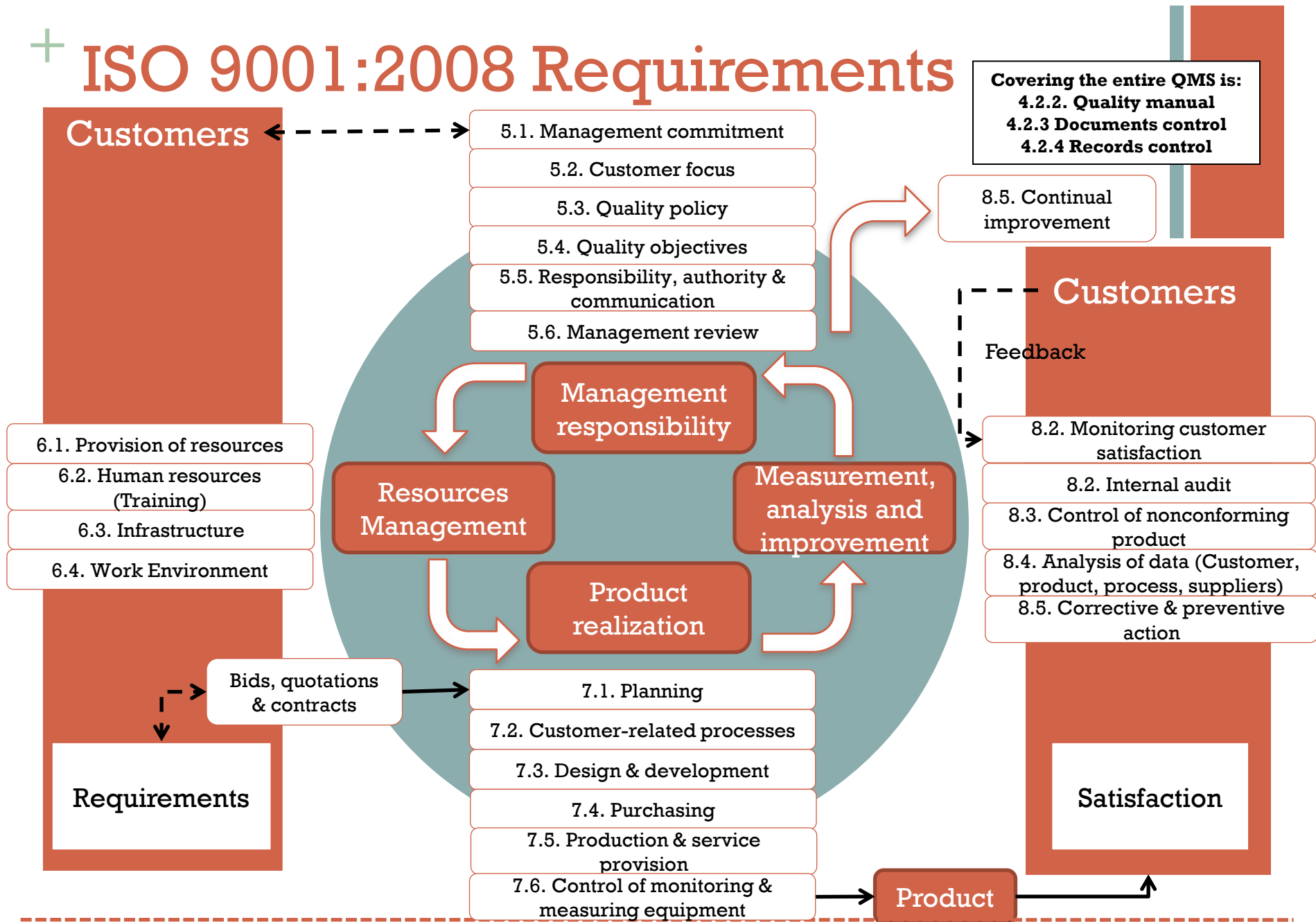


+ Process-based QMS

- ➔ Information flow
- ➔ Value-adding activities



+ ISO 9001:2008 Requirements





ISO 9001:2008 Requirements

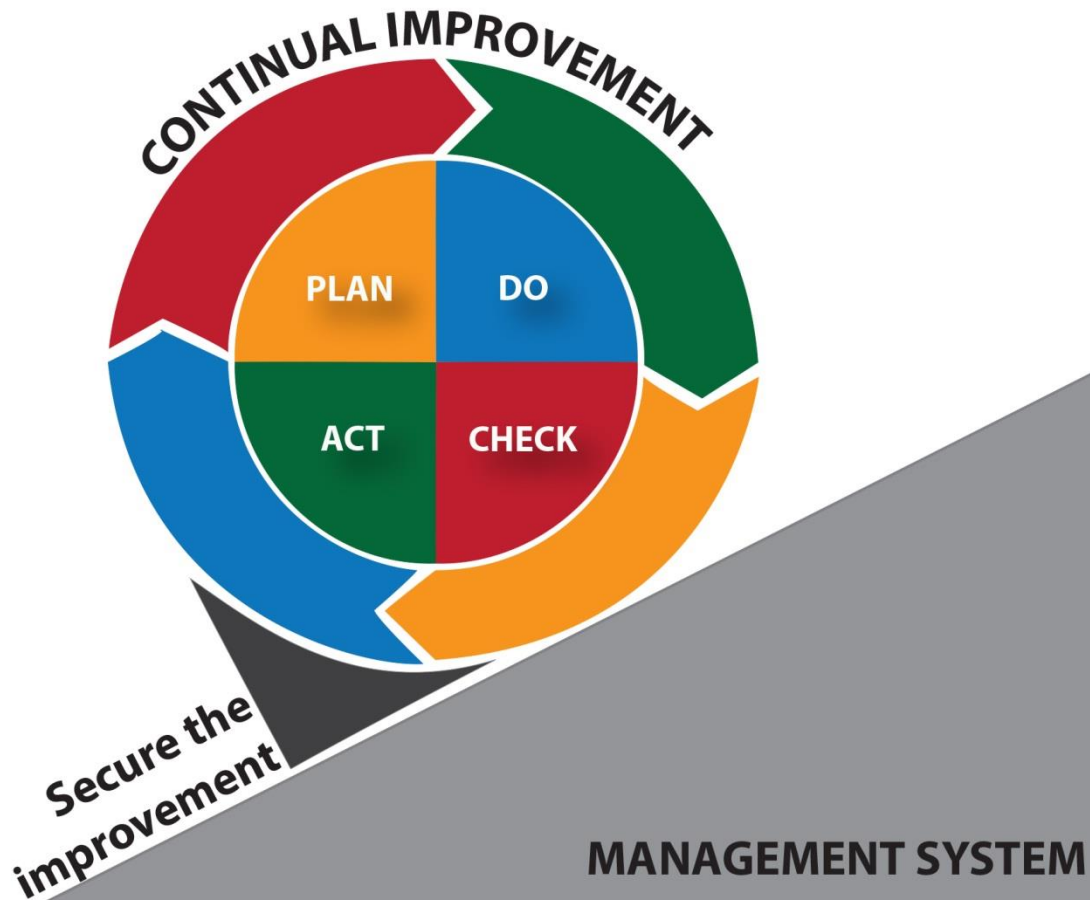
The purpose is not to hide mistakes,
correct them and make sure they won't recur





The Basis of QMS

Deming Loop: PDCA





The Basis of QMS



Action to Do	Description
Say “What you do”	PLAN your objectives for quality and the processes to achieve them.
Do what you say	DO the appropriate resource allocation, implementation, training and documentation.
Record what you did	KEEP records.
Check the results	CHECK to see if: 1. you are implementing as planned, 2. your quality system is effective, 3. you are meeting your objectives for quality.
Act on the difference	ACT to improve the system as needed.

+ Benefits of QMS



Customers	Employees	Company	Society
Received services conform to requirements	Better work conditions	Increase process control	Fulfilment of legal & regulatory requirements
Reliable & trustworthy relation	Increased job satisfaction	Increased quality of product	Improved health & safety
Stable and professional service	Improved health & safety	Increased productivity & efficiency	Reduced environmental impact
	Improved morale	Access to new markets	Increased security
	Stability of employment	Increased market share & sales	



Benefits of QMS

Cost of bad quality





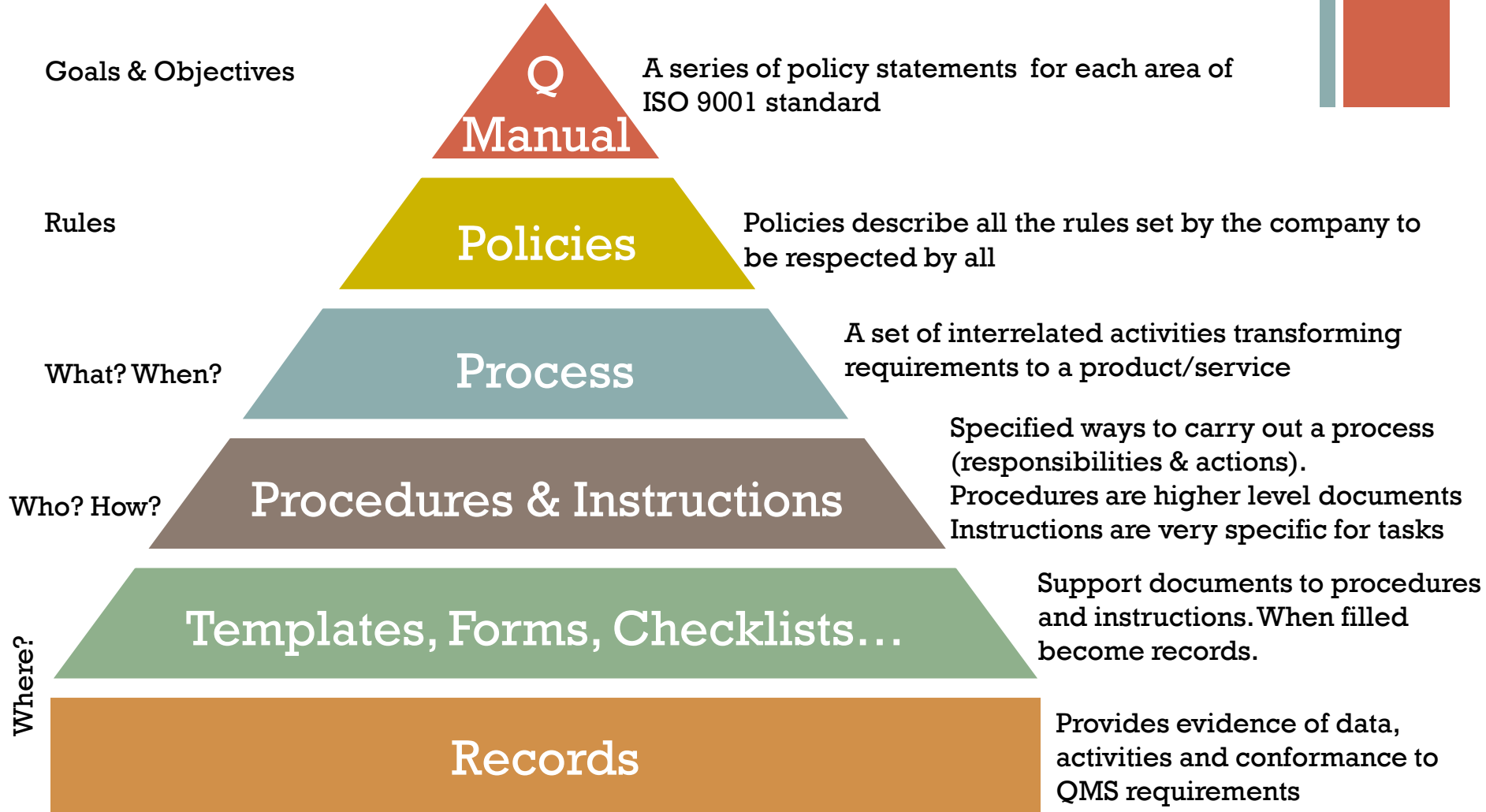
Benefits of QMS

Cost of bad quality





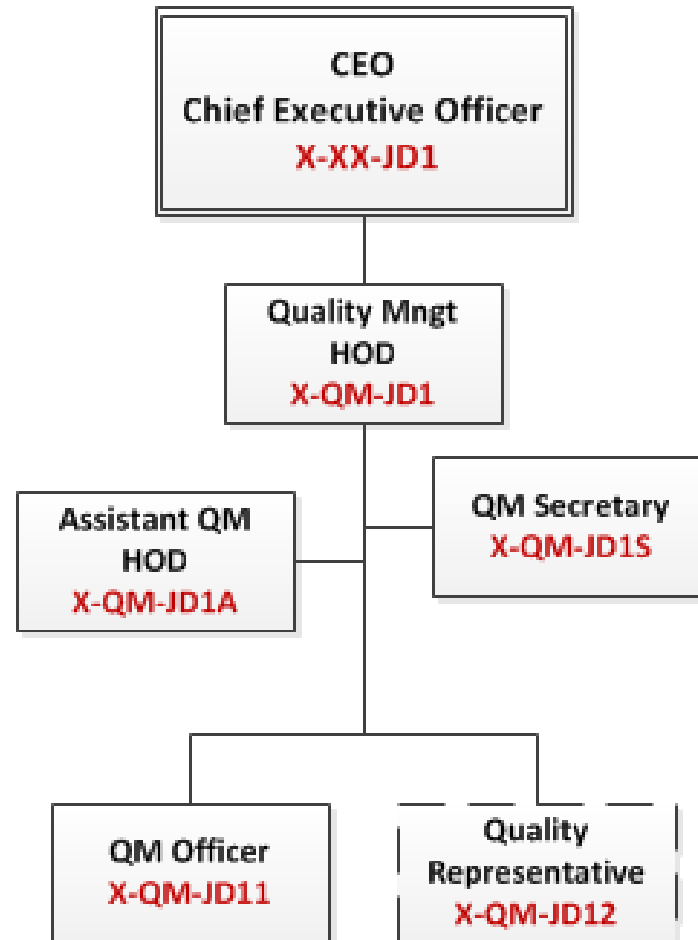
Quality Documentation Structure



Documentation Pyramid

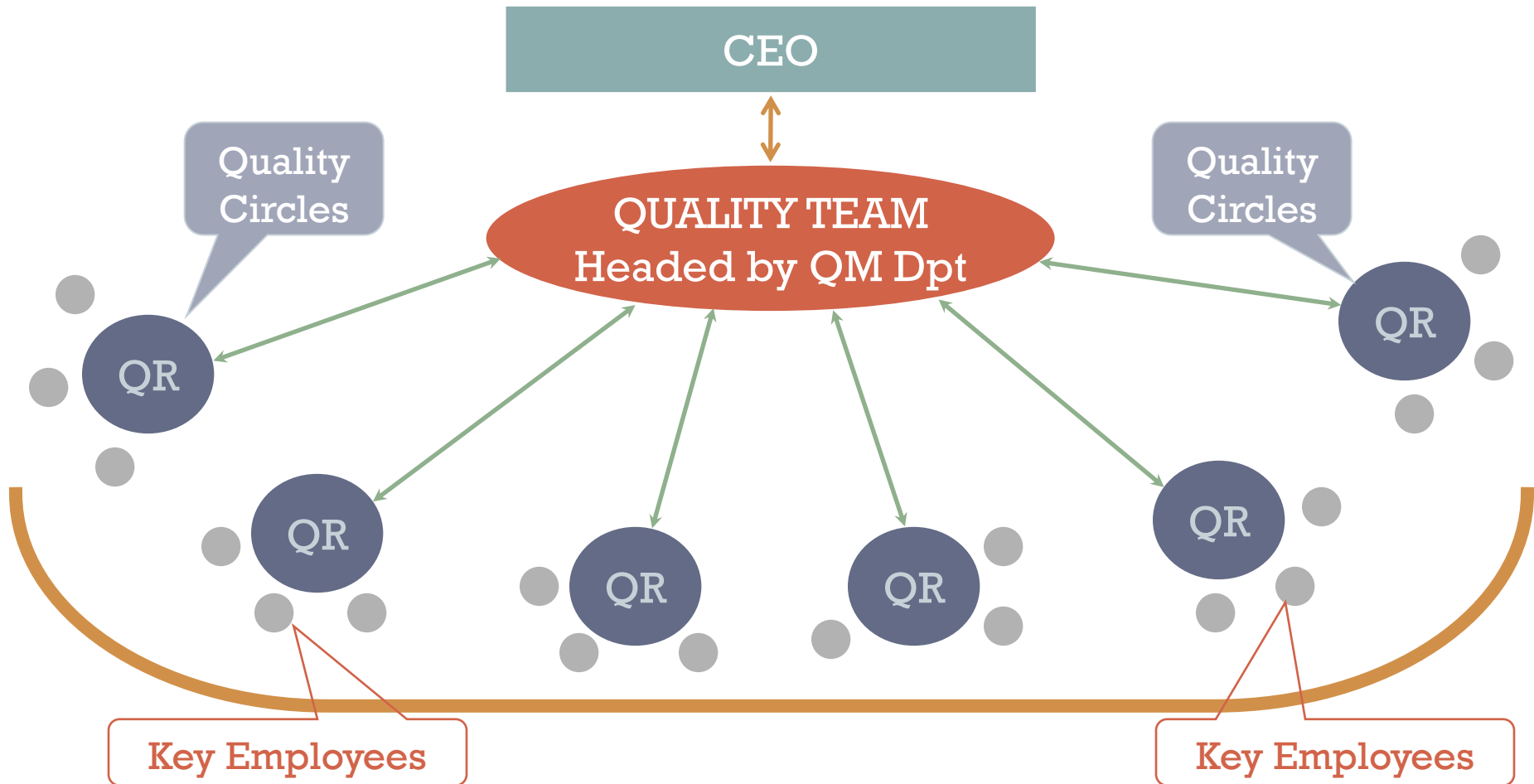


Quality Department Hierarchy



+

Quality Department Hierarchy



+ QM Department Role



- Management representative in charge of reporting the overall system performance to management
- Issuer and implementer of the audit program
- Hub center of all management systems related documents
- Responsible of the quality awareness and awareness related to management systems
- Communication with external parties (quality consultants, external auditors, clients or client reps needing information about Erga's QMS)





Quality Representative Role



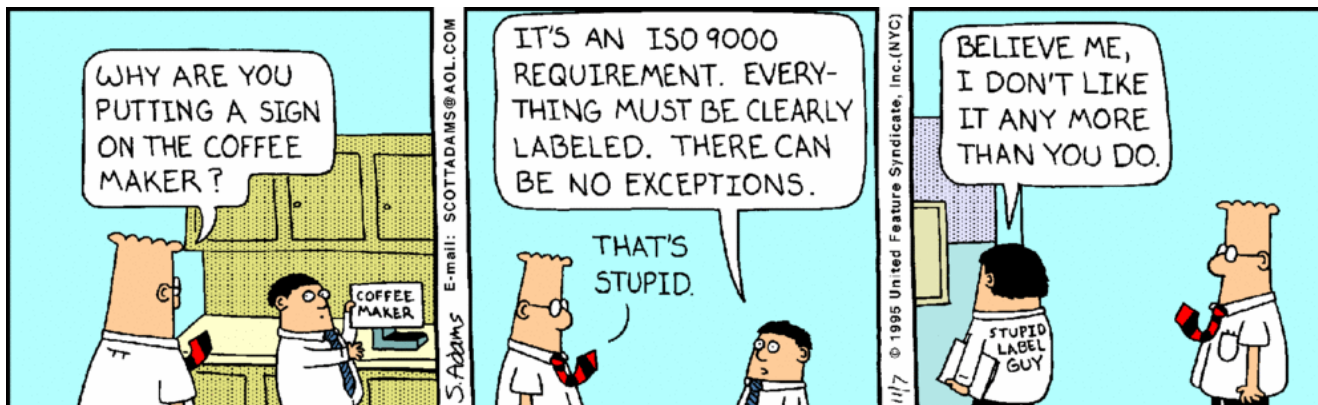
- QReps will be assigned from each department by HODs
- Will be trained as Qreps to be able to:
 - Review, modify or create Departmental Quality documentation in coordination with QM department
 - Audit different departments
 - Attend Management Review meetings
 - Follow up on all quality related activities in their departments





Conclusion

- Quality is a culture and an attitude
- The main purpose in ISO 9001 is to define and control:
 - the internal customer/supplier loop within the organization
 - the external customer/supplier loop outside the organization
- ISO 9001 at work is simply a better way to do business and satisfy your customers, while creating credibility in the international market.





Thank you for listening!

Don't hesitate to call us for any support.

Dean - Mr. Fouad Abou Rjeily – Ext: 1121

Trainer - Mrs. Myriam Helou – Ext: 1122

