

Quality Systems

Review ISO 9,000 & explore the net for examples of quality manuals

Write policy & procedures, be succinct (you do not have the time to write long ponderous documentation that people do not have the time to read)

Need a standard format for quality procedures

Audits

Document control procedures

Work instructions for critical tasks

How to Develop a Quality Management Plan

Plan-Establish the objectives and processes necessary to deliver results in accordance with customer requirements and the organisation's processes

Do-Implement the processes

Check-Monitor and measure processes and product against policies, objectives and requirements for the product and report the results

Act-Take actions to continually improve process performance

Satisfaction is a customers right

Quality management is all about meeting or exceeding the needs of your customers-Identify present and future customer needs and their expectations of you in the Quality area, increasingly having a Quality Management System is a requirement of doing business

Keep the quality system simple and relevant

Define the scope of your quality system

Carry out a gap analysis between the current situation and I.S.O. 9000

Identify the core processes in your business and their performance criteria. Monitor, measure and analyse the core processes.

Document (Standard operating procedures, work instructions) the core processes, this is done by those who do the work, use simple English and lots of pictures, flow-charts and diagrams

Have a 2 hour training course on the basics of quality for all employees

Introduce a document control system with the aim of people being able to identify the latest approved copy.

Define how to deal with non-conformances

Encourage feedback on quality performance

Develop a system for calibration of essential measuring devices

Responsibilities and authorities for quality are defined and communicated

Ensure compliance to quality standards for work affecting product quality and keep records of this.

Ensure purchasing specifications are tight and you get exactly what you want in your purchases

Have regular internal quality audits with trained internal auditors-issue N.C.R.'s and follow-up

If required have external accreditation audits

Continuously improve(This philosophy is a very important part of quality that if implemented properly can revolutionise your business)

