

QUALITY MANAGEMENT SYSTEM (QMS)



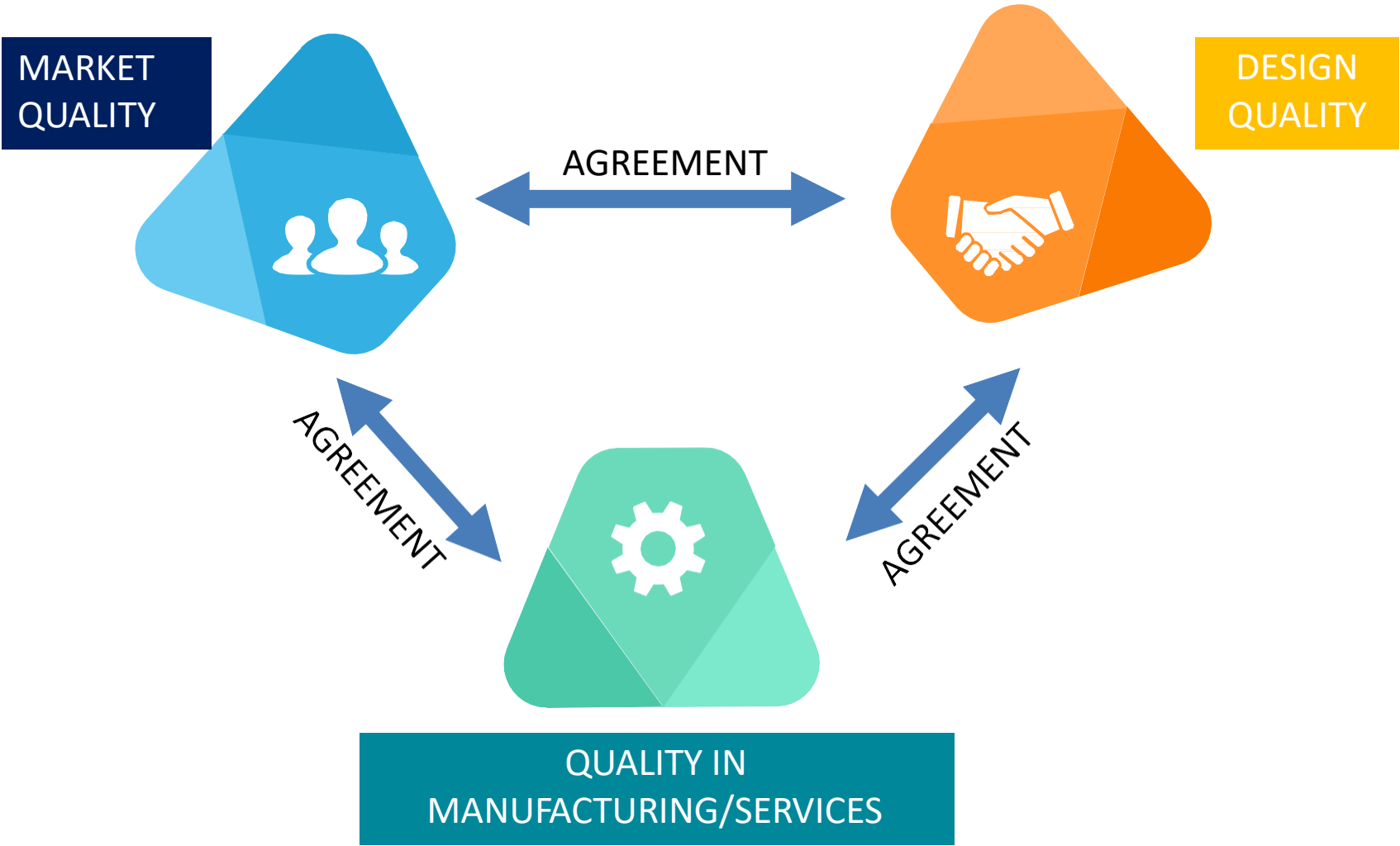
Objective QMS

To provide consistent high quality of product/service to customer.

To aid in the compliance effort to local authority/ government.

To do continuous improvement in the operation.





QMS

- QUALITY MANAGEMENT SYSTEM
- ISO 9001

EMS

- ENVIRONMENTAL MANAGEMENT SYSTEM
- ISO 14001

SMS

- OCCUPATIONAL HEALTH & SAFETY MANAGEMENT SYSTEM
- ISO 45001



WHY IS IT
CALLED ISO
followed by
number?

Number shows
the family it
belong to

1

ISO = International Organization for
Standardization

2

the world's largest nongovernmental
developer of standards,

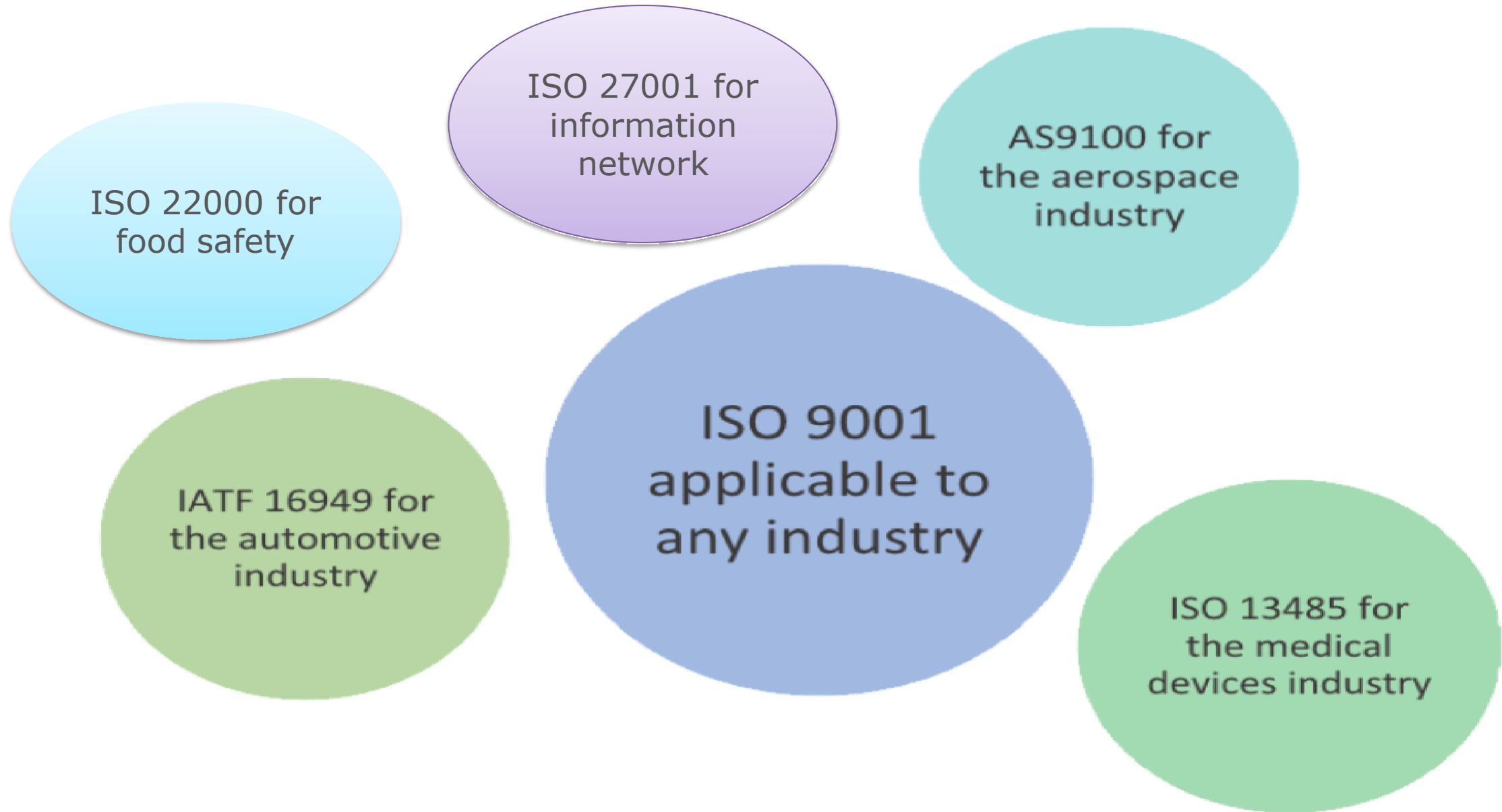
3

working with a network of the national
standards institutes more than 140 countries.

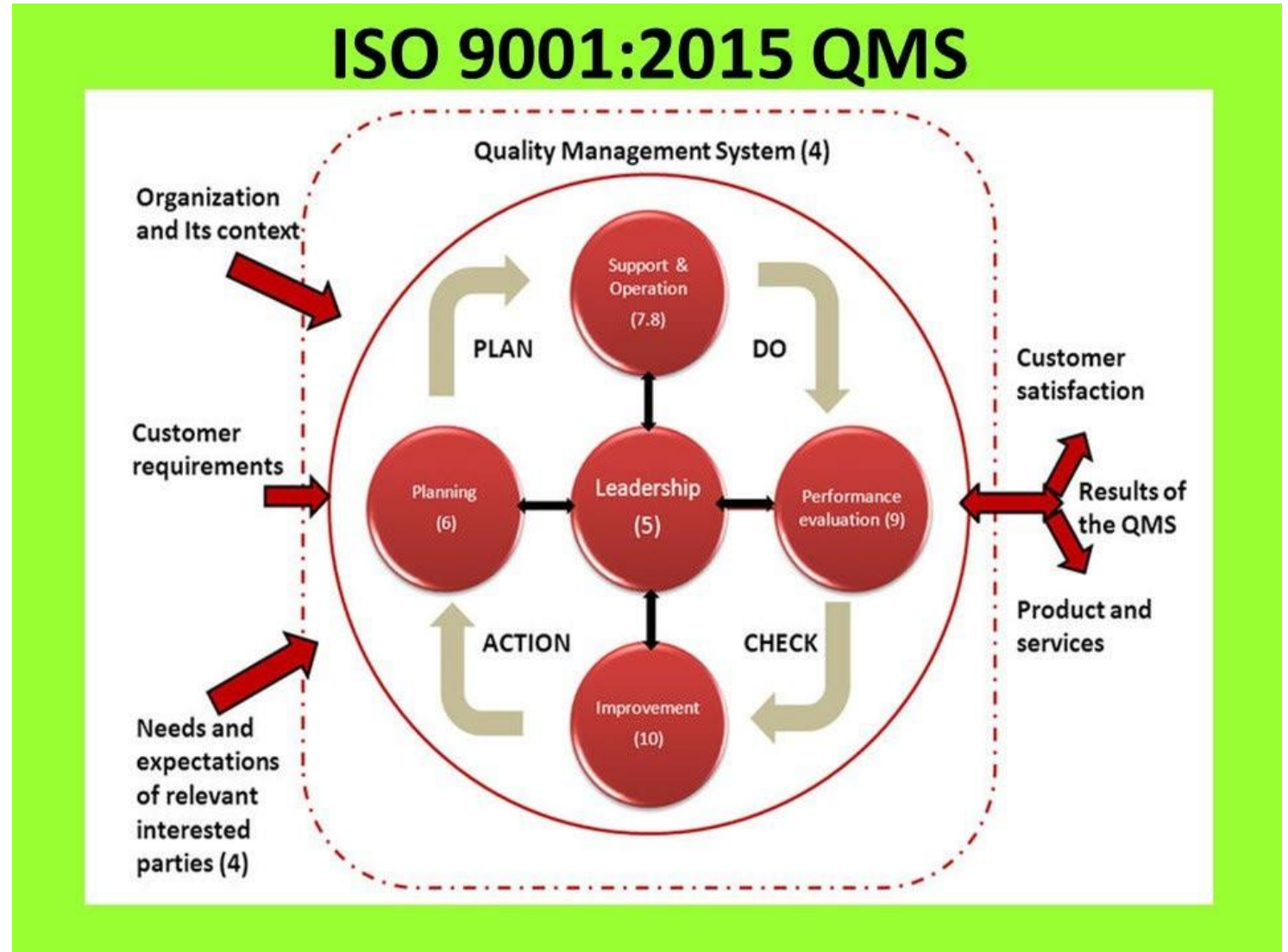




Types of Quality Management System Standards

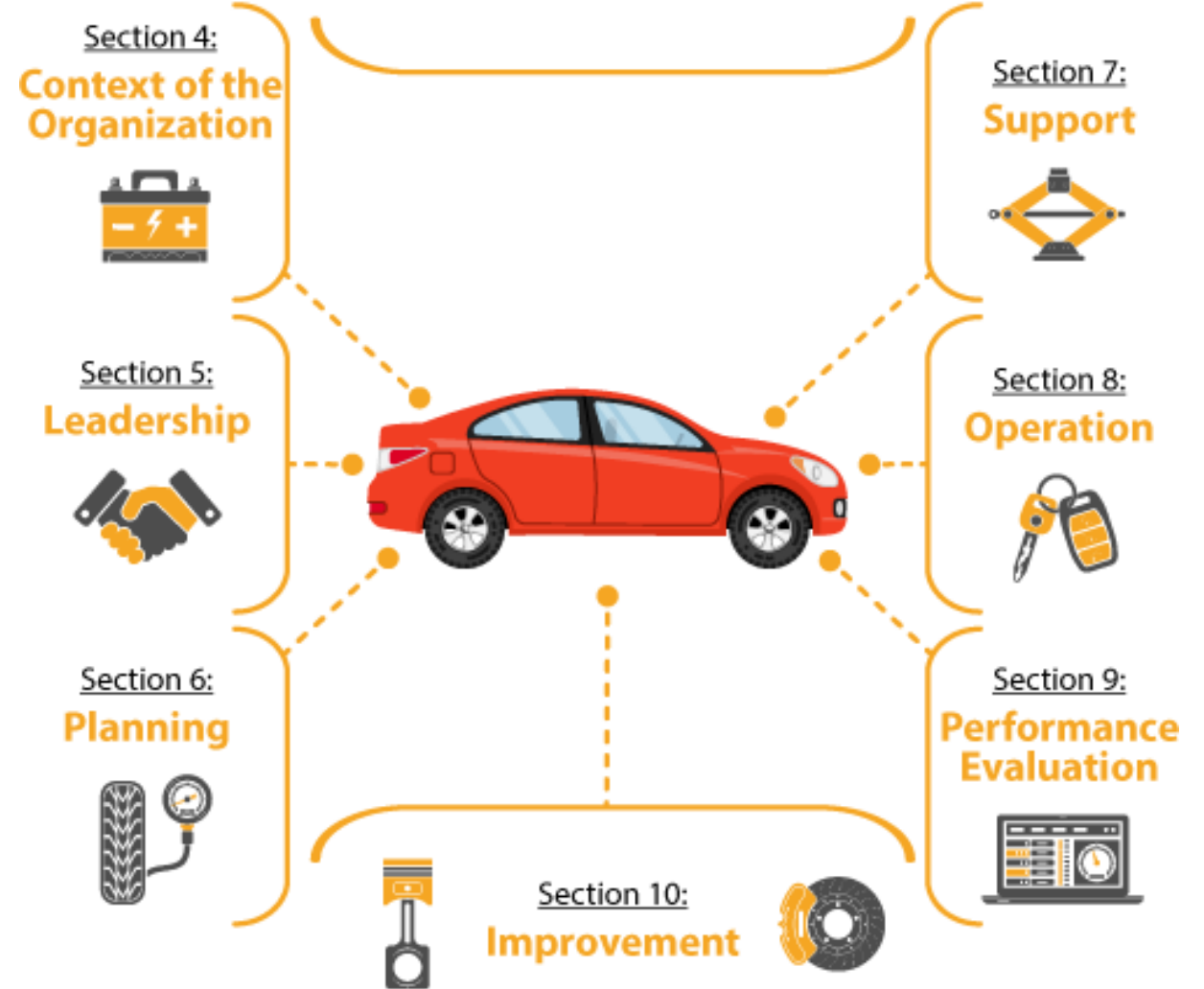


ISO 9001. This is the most common type of QMS. Companies in many industries use this system including construction, manufacturing and business. It involves improving efficiency and production quality

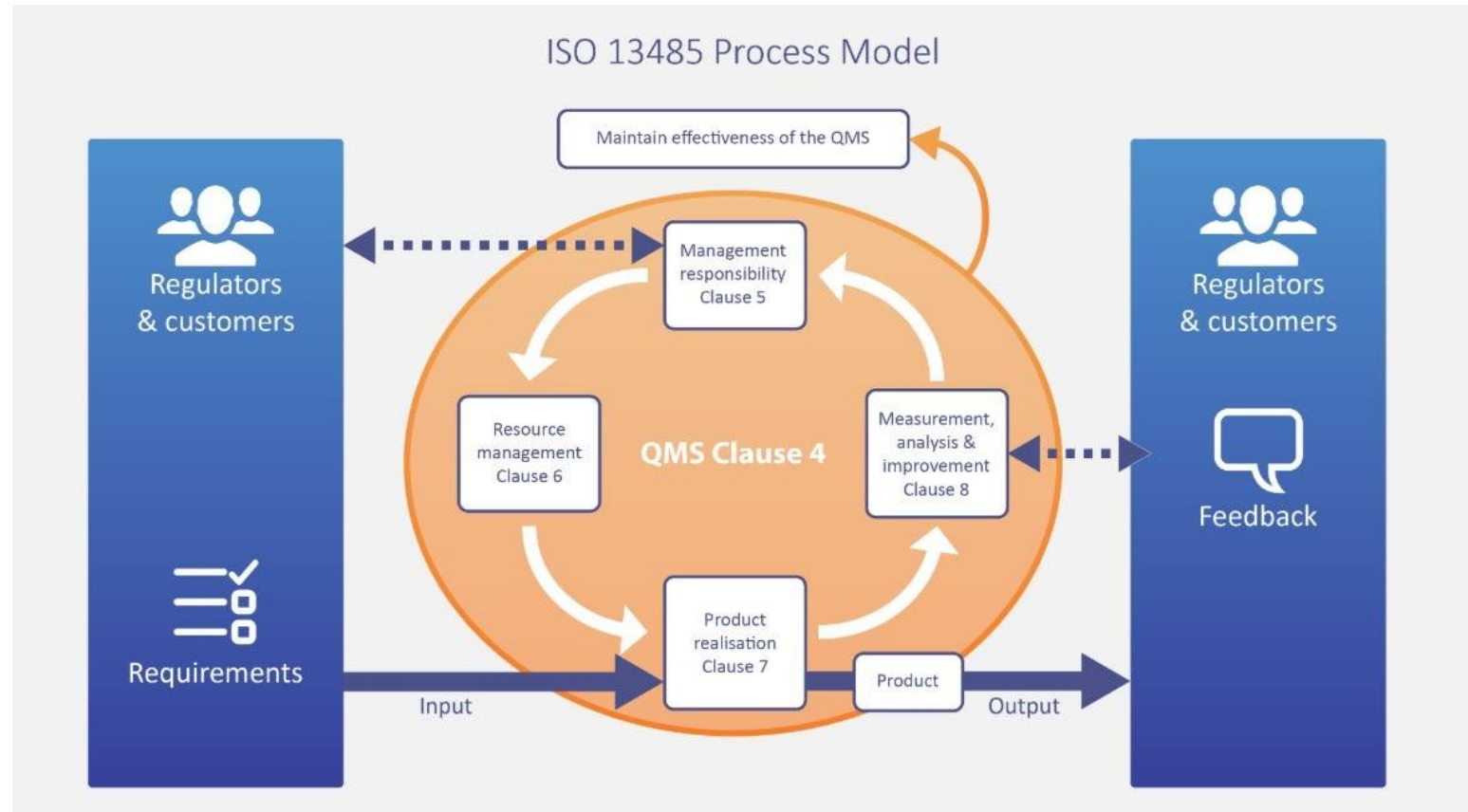


IATF 16949 (International Automotive Task Force) – Companies involved in the **automotive industry** can use this QMS. It focuses on **improving the production and supply process** of automobile production.

THE 7 MAJOR COMPONENTS OF IATF 16949



ISO 13485 – This QMS focuses on **medical devices production**. It ensures **safety guidelines for medical products**



ISO 22000 – This is the standard QMS for **food production** companies. It specifies **production and distribution** guidelines to ensure **food safety**



Figure 1: Levels of Food Safety Management Systems

ISO 27001 –
Information technology
companies can use this
QMS to ensure **quality**
and safety of
information networks



AS 9100 (Aerospace Standard) – This QMS is for **aerospace companies** including **spacecraft, aircraft and defense products**. It is to ensure that product meet the aerospace standard guidelines







CUSTOMER FOCUS

- Customer Driven concept
- Priority on customer requirement



LEADERSHIP

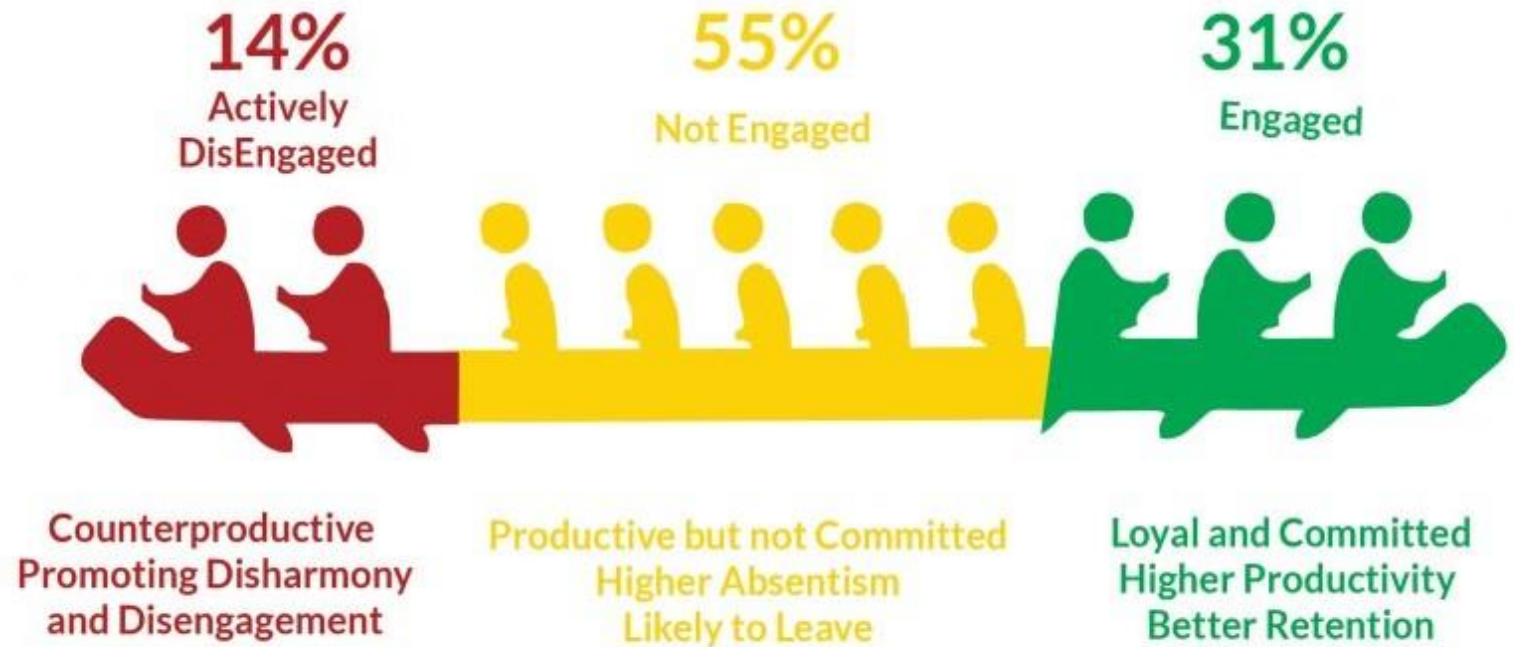
- Ability to lead team
- Make wise decision



ENGAGEMENT OF PEOPLE

- People involvement as a team
- Empowerment & engagement of people

IMPORTANCE OF EMPLOYEE ENGAGEMENT



Same Boat, Different Engagement

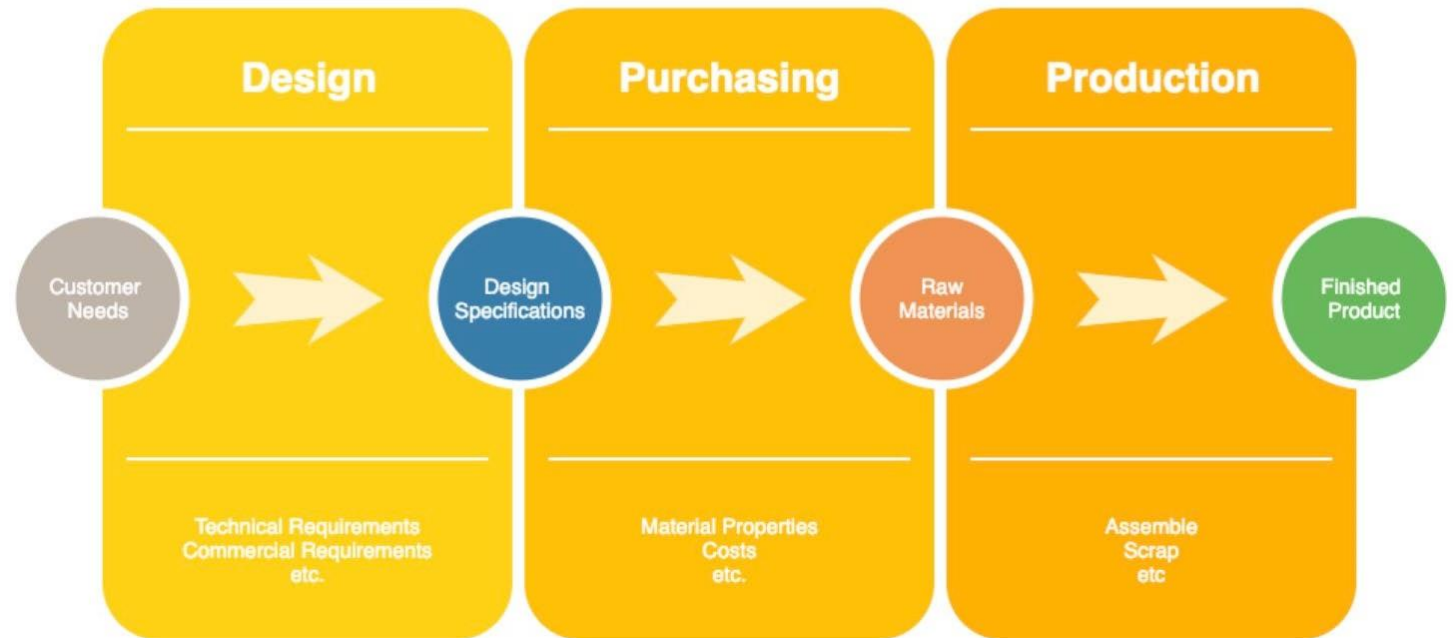
Some Slow it Some Drive it Some Ride it

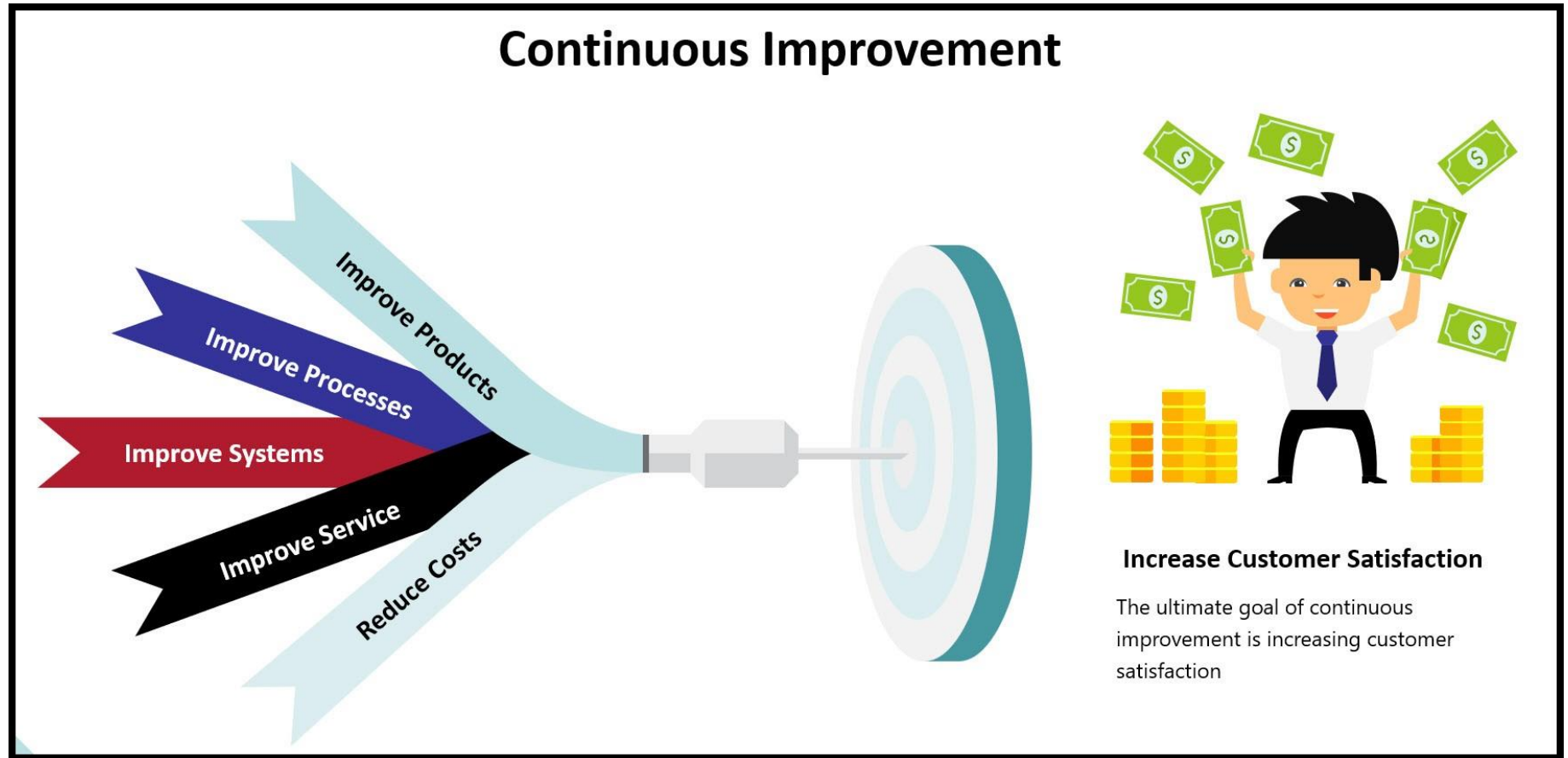


Process Approach:
Processes are Connected

PROCESS APPROACH

- Understand the interrelated process
- Design a good process QMS



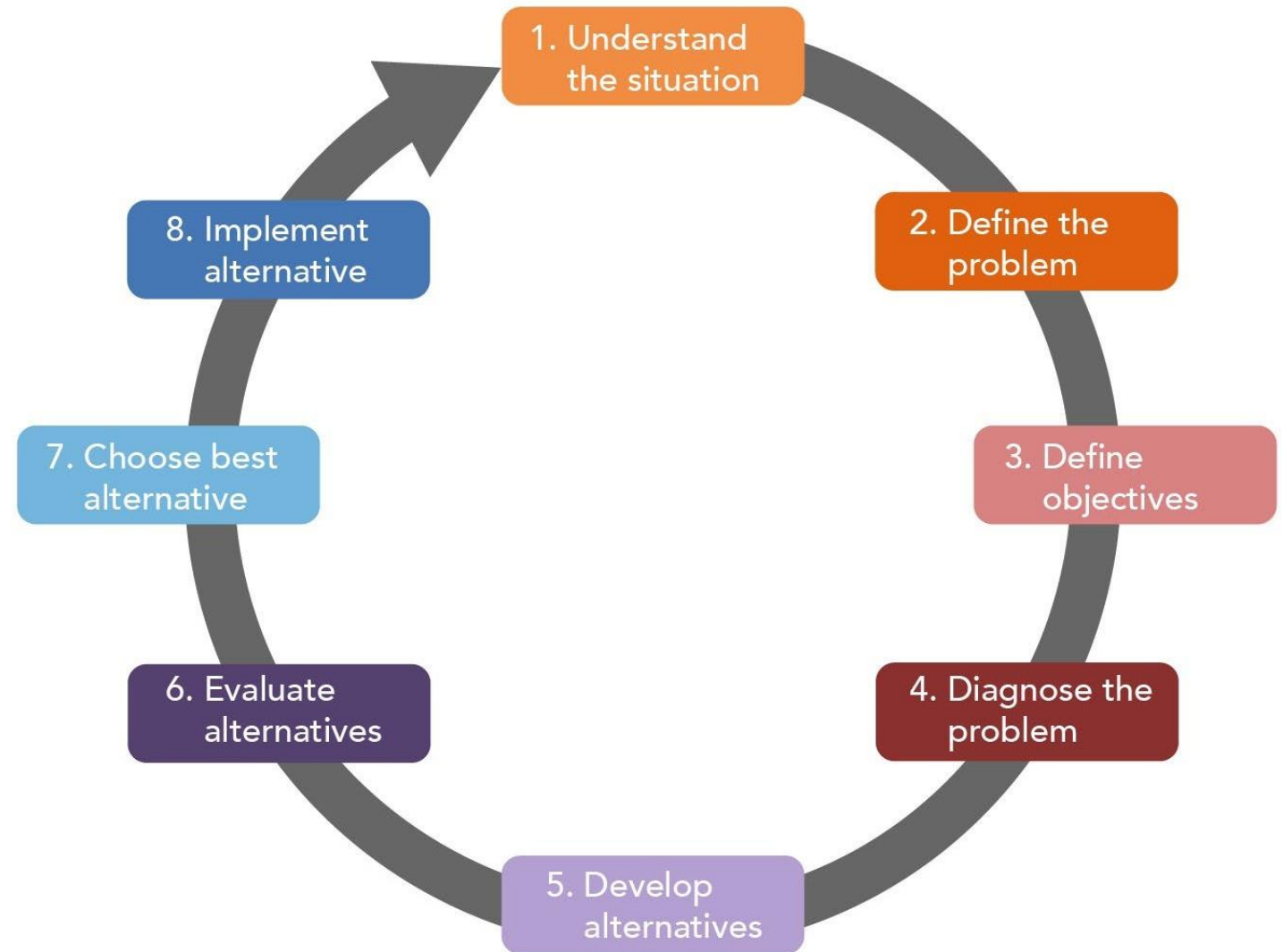


IMPROVEMENT

- Constant improvement of system
- Increase quality and performance

EVIDENCE-BASED DECISION MAKING

- Thorough study of cause and effect (data analysis)
- Decision based on the evidence

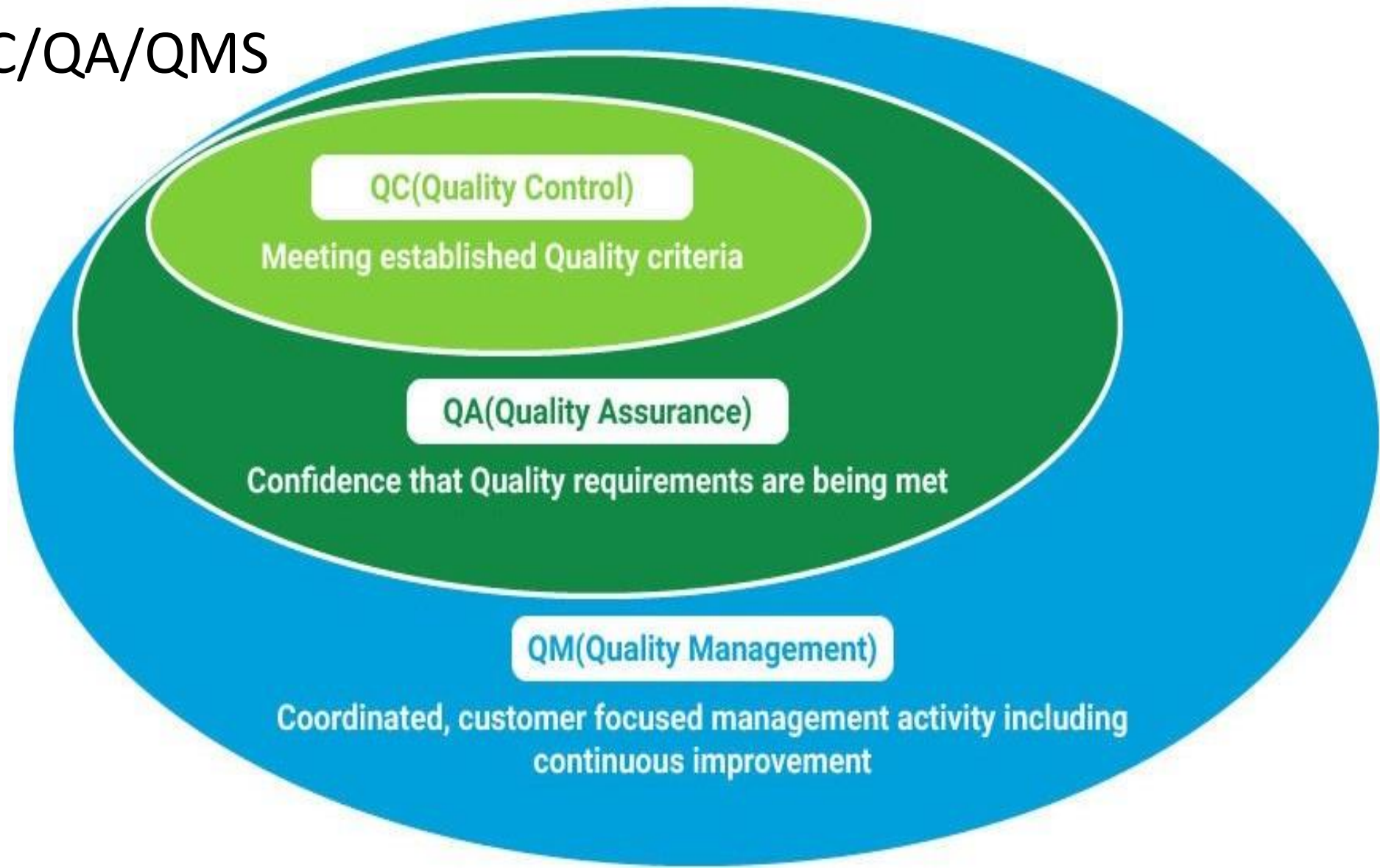




RELATIONSHIP MANAGEMENT

- Good relationship with stakeholder
- Good relationship with supplier chain

RELATIONSHIP QC/QA/QMS



5 Benefits from a Quality Management System



Better Products & Services

A proper QMS should increase the quality of your products and services if implemented correctly.



Reduce the Likelihood of Mistakes

A good QMS allows you to spot mistakes earlier on and act upon them to prevent them happening again in the future.



Attracting New Customers

A good QMS will allow you to attract and supply new customers that require the certificate.



Good Leadership

A well functioning QMS will involve the leadership of the company and ensure they are committed.



Increasing your Competitive Edge

Using a QMS lets you spot improvements more effectively which will lead to better aligned operations.

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www.qooling.com



CERTIFIED PRODUCTIVITY SPECIALIST (CPS) COURSE





ISO 14001 Environmental Management

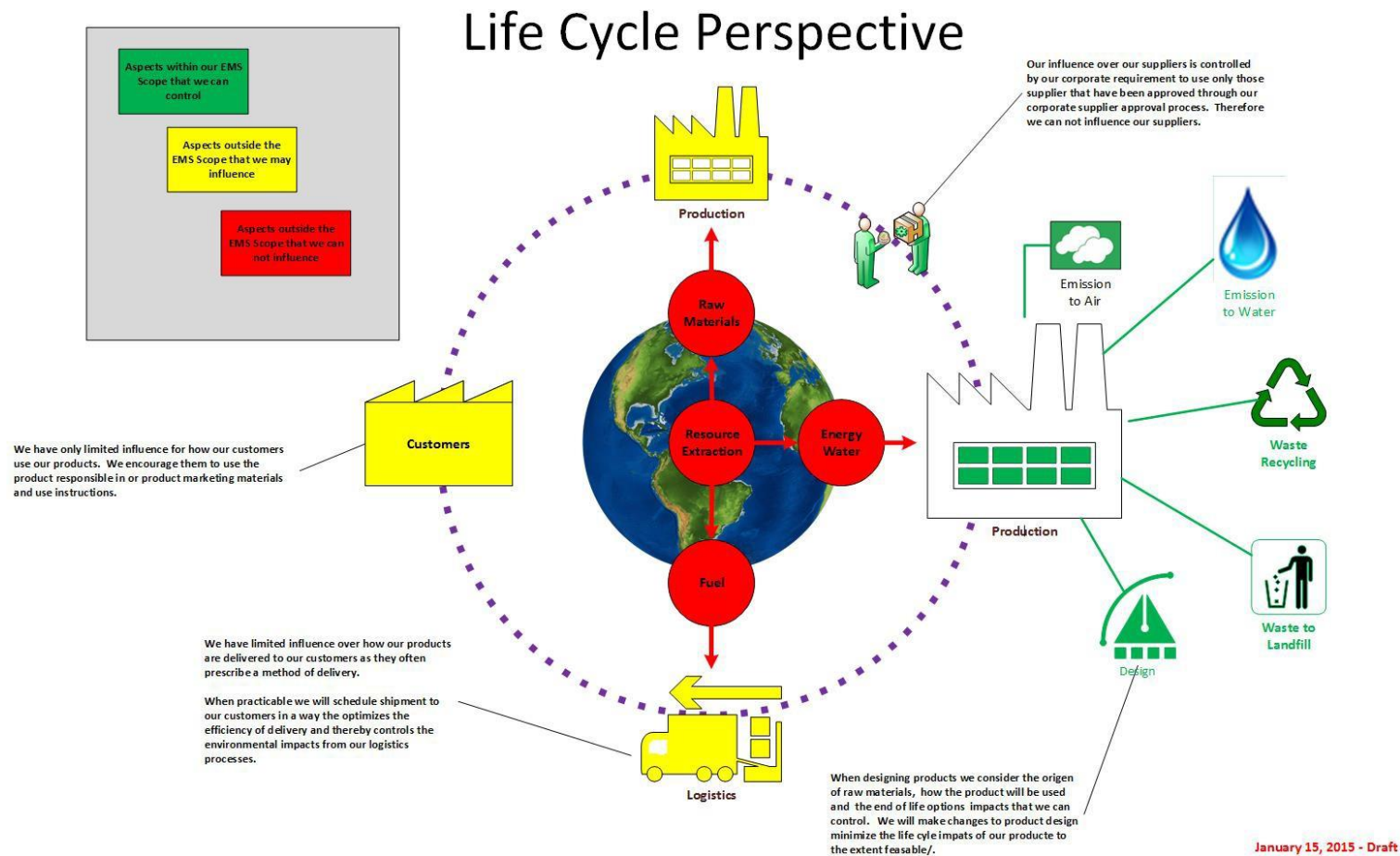


CERTIFIED PRODUCTIVITY SPECIALIST (CPS) COURSE

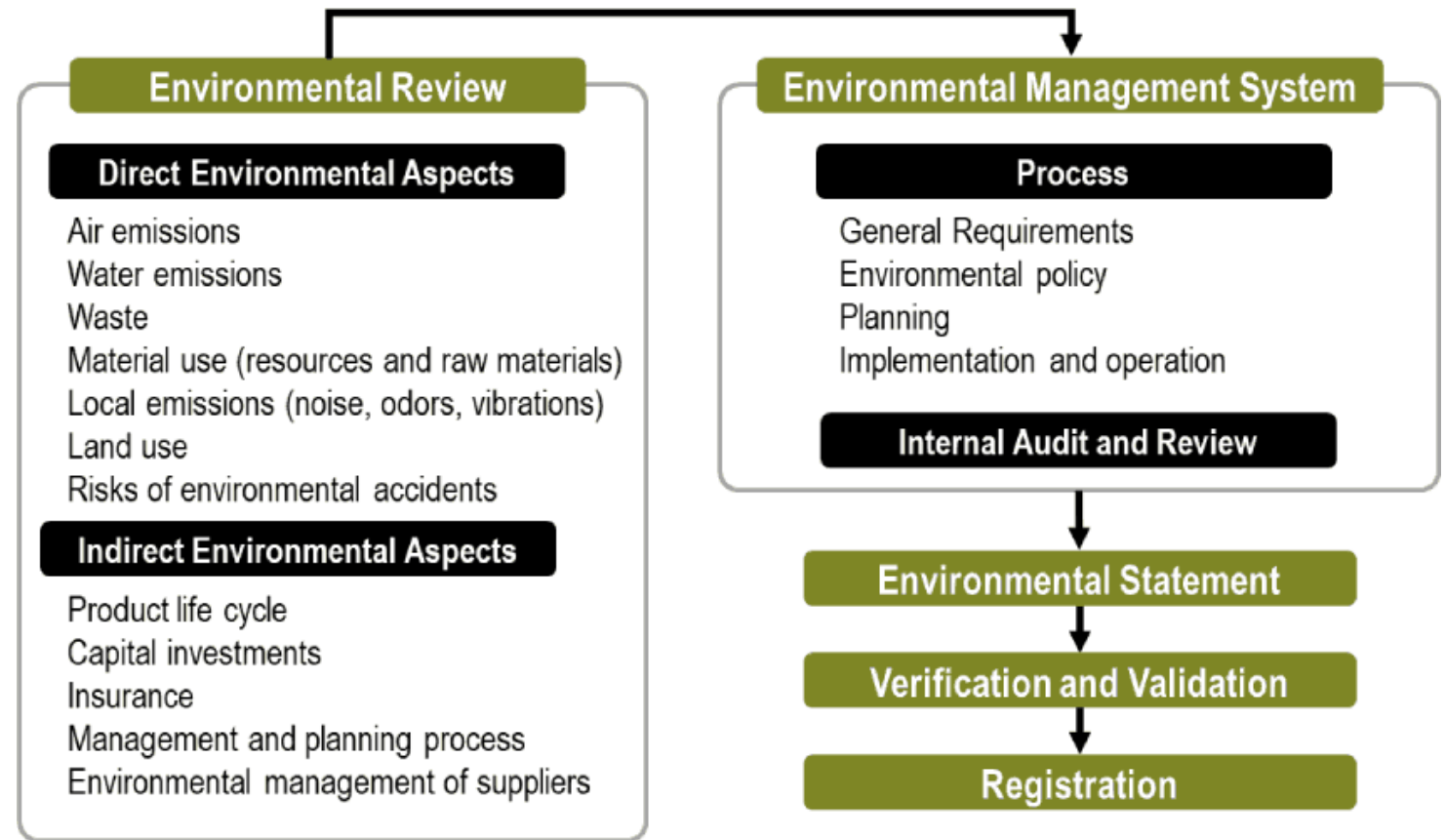


Aim of Environmental Management System (EMS)

- Improve the environmental performance by reducing & controlling the **environmental Aspects & Impacts**.
- Protecting the environment by preventing or reducing negative environmental impacts.
- Assisting the organization in meeting compliance requirements.



An Environmental Management System (EMS) is a framework that helps an organization achieve its **environmental goals** through **consistent review, evaluation and improvement** of its **environmental performance**



EMS Principles:

- 1) Commitment on the environmental policy and objectives chosen.
- 2) Design the environmental plan to meet the requirement of the environmental policy
- 3) Review the plan and objectives to ensure smooth implementation.
- 4) Carrying out data analysis to monitor environmental performance achieve plan arrangement.
- 5) Management Review and continuous improvements







ISO 45001

Occupational Health and Safety Management System



CERTIFIED PRODUCTIVITY SPECIALIST (CPS) COURSE

OHS OBJECTIVE:

- Achieve operational excellence (accident free);
- Compliance with legal requirements and other internal/external requirements;
- Achieving fulfilment of OHS execution and capacity



ISO 45001 applies to any organization wanting to establish, implement and maintain an OHS management system to raise the performance level of occupational health and safety, eliminate hazards and minimize OHS risks (including system deficiencies), seize OHS opportunities, and confront OHS management system nonconformities associated with its activities.





Core Elements of a Safety Management System

Based on ANSI Z10, ISO 45001, and OSHA Guidelines



BENEFITS OF AN OH&S MANAGEMENT SYSTEM



Increased protection
of the workforce



Enhanced
competitiveness



Reduced
organisational risk



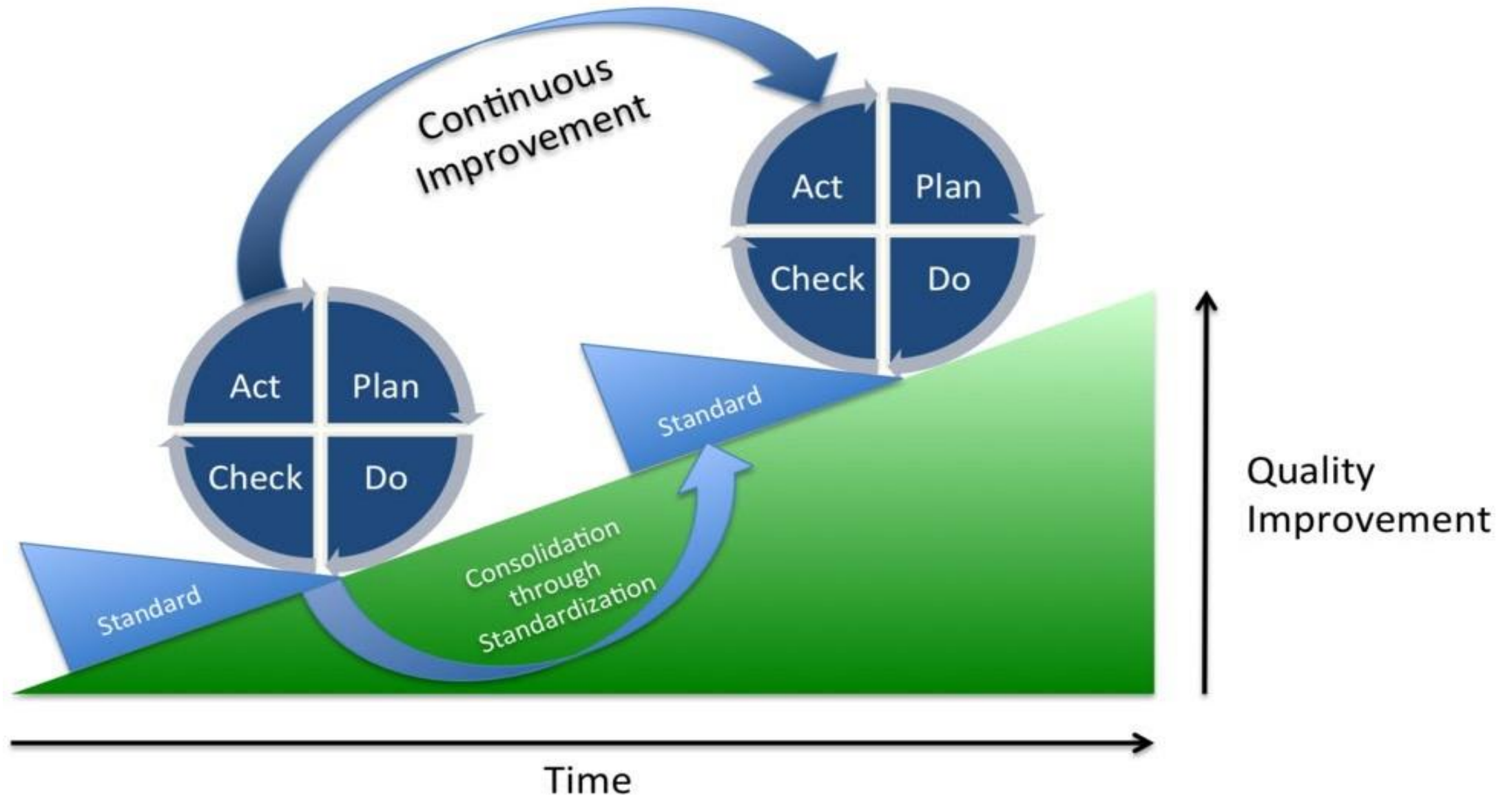
Excellent market
reputation

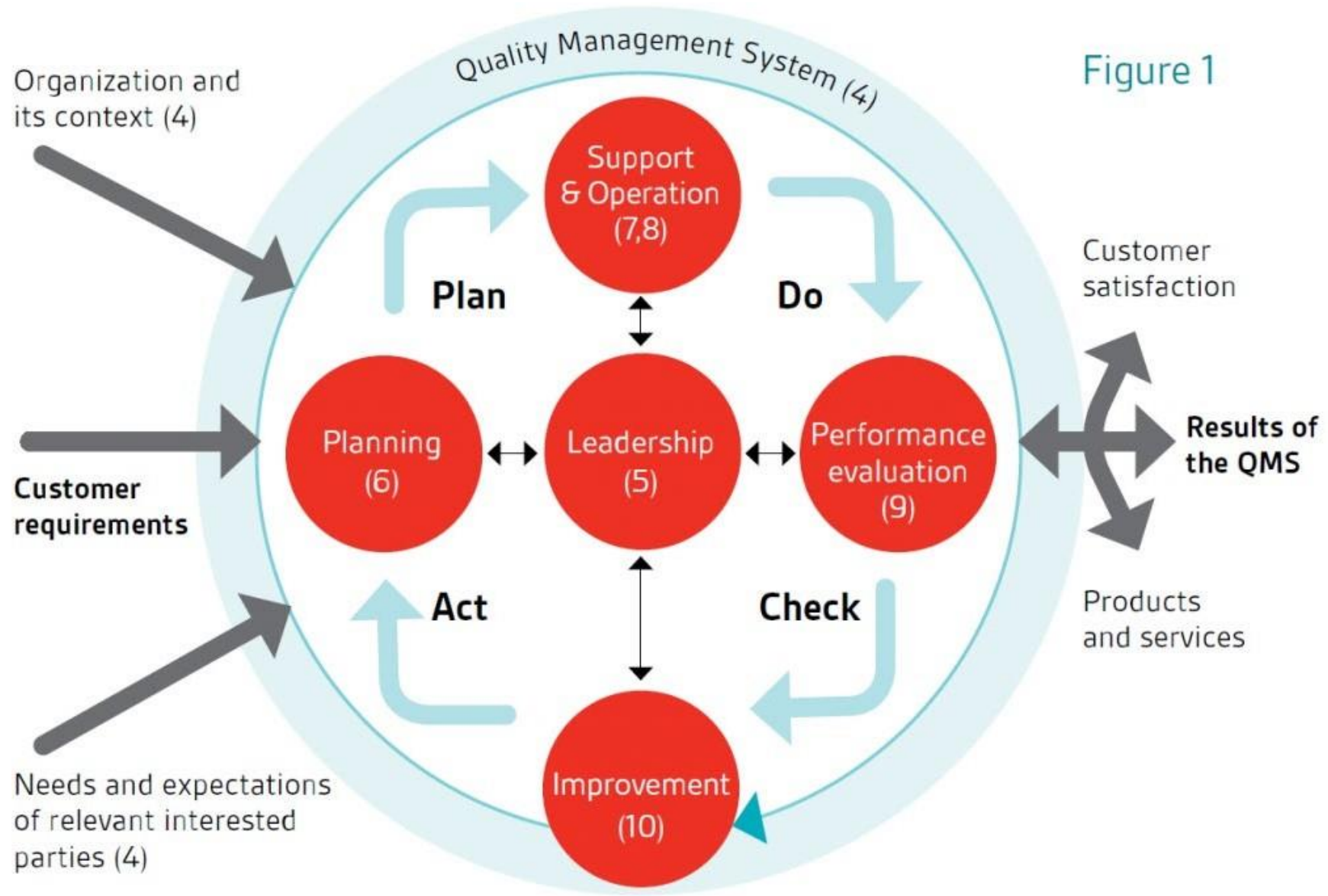


Improved employee
motivation

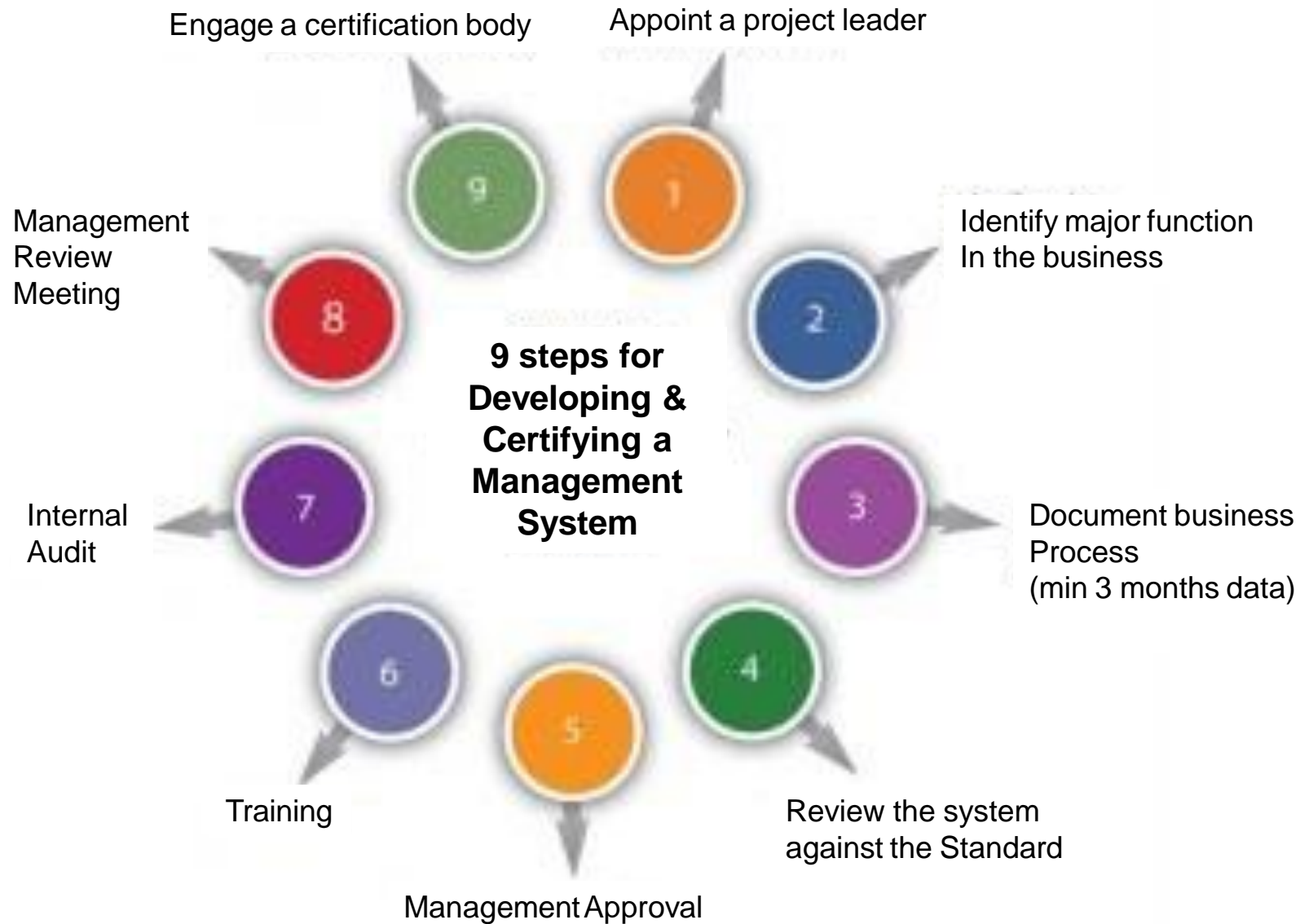
WHAT DO ALL THREE STANDARD
HAVE IN COMMON?



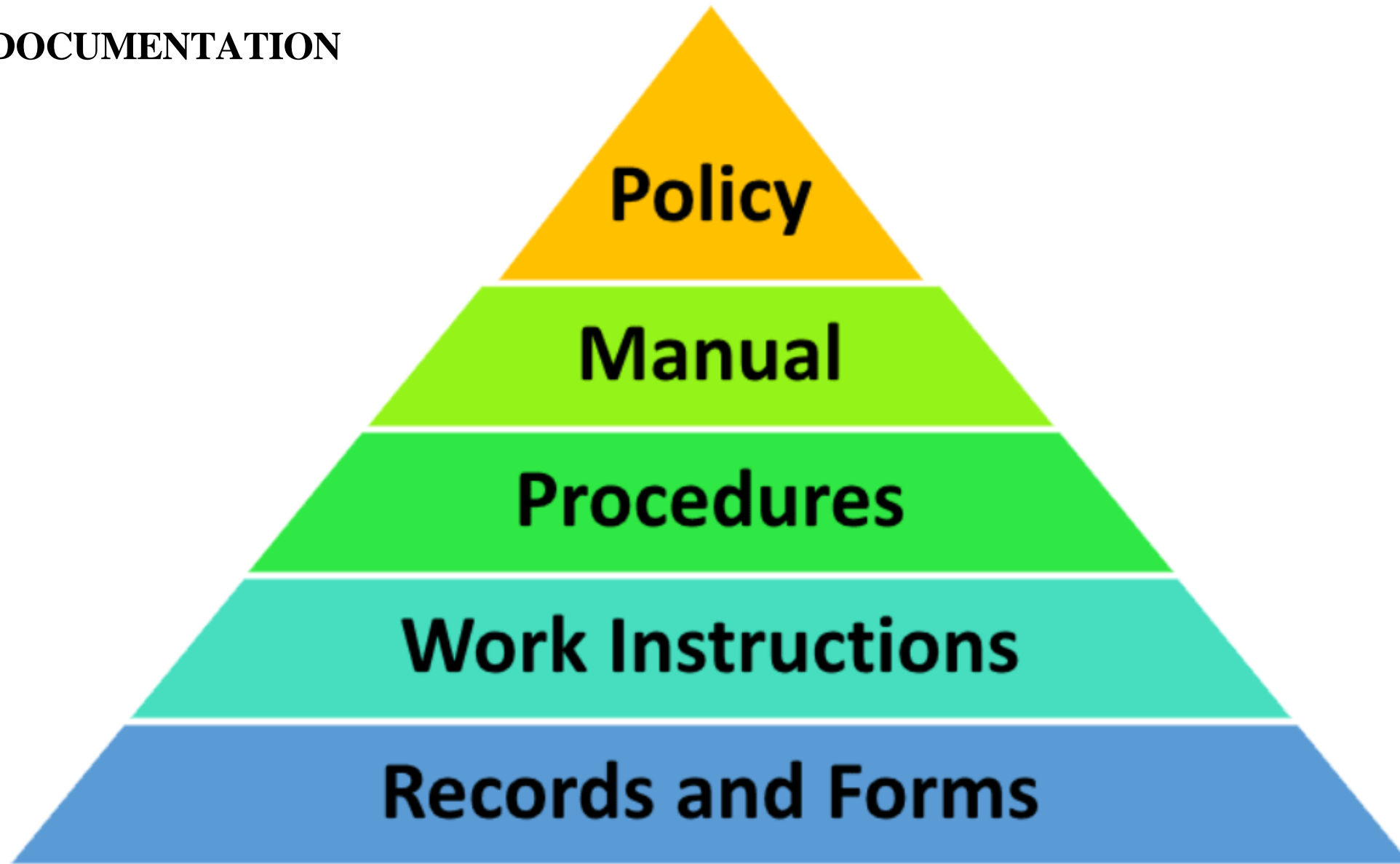








DOCUMENTATION





Advanced Management Systems Built to World Class Standards



THANK YOU

