

macao

CONSULTING

MAXIMISING THE VALUE OF A QUALITY MANAGEMENT SYSTEM

Many companies view the implementation of a quality management system with skepticism, anticipating a costly waste of time they must endure in order to please customers. What they fail to realise is that ISO 9001:2000 when implemented correctly is an opportunity to lock in real and continual improvement to the company, by raising customer satisfaction and increasing profitability.

Compliance lies in the way the companies approach the implementation process of a quality management system. There are those companies that go through the motions of the process with little thought to their long term benefits. Then there are the companies who are committed to making quality a centerpiece of their companywide mission. For them, the process of the maintenance of quality management system is a long term investment in their company's future.

Successful implementation can add real benefits like improved customer satisfaction, reduced paperwork, decrease in lost and damaged freight and be able to provide a better quality of service including on time delivery.

The most important thing for your business system is to reflect what is currently happening within your company, that you understand the processes of the daily work, and look for ways to continually improve them.

Use the KISS principle

Say – what you do

Do – what you say

Prove – it **Improve** – it



macao

CONSULTING

The Quality Manual defines Management's level of commitment to Quality.

The Quality Procedures contain detailed descriptions of the actions to be carried out, by whom and how.

The Work Instructions describe how the job is completed, by whom and in what order. These instructions are an excellent tool for the person who implements training in the workplace. An excellent way to document these procedures is by the method of a flow chart.

In preparing your documentation it will also include the forms used, purchase orders, invoices, statements, consignment notes, employee records, training records, internal audits etc.

Only those companies that have pursued the implementation as described are able to demonstrate a level of satisfaction.

THE NEXT STEP.

Do you need third party certification?

Some view certification as nothing more than receiving the 5 ticks in the box and being able to have it sign written on their equipment or printed on their invoices, manifests etc.

You need to ask yourself what I would gain by having certification. As this is an additional cost and unless your clients or any other external influence on your company requires third party certification, it is something to be seriously considered.

SO WHAT DOES CERTIFICATION MEAN?

It confirms that your organization has been inspected and considered to be compliant to ISO 9001:2000 in all aspects of this international standard, which is acknowledged in more than 170 countries throughout the world, by independent auditors who understand your business and the way the industry operates.

There is a very real pride in having achieved this level of certification as it indicates to the world that your company has achieved one of the highest goals to be awarded in business management terms.

IN CONCLUSION:

1: You need to know your business and document your processes precisely. Many business owners think they know what is happening but the reality is they don't.

2: Have you Job Descriptions for all your employees? Just ask some of your key staff what they do. I believe that you will find many tasks that you believe should be addressed will not be done because people will only do what they



macao

CONSULTING

want to do, and will not do those tasks that they find annoying, beneath them or too difficult etc.

PO Box 2162 High Wycombe WA 6057 **Mob:** 0417 909 679 **Fax:** (08) 9454 8037
Email: sue@macaoconsulting.com.au **www.macaoconsulting.com.au**

