

Business Development

VOLUME 3 ISSUE 1

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QMS IS FOCUSED ON

- Customer Satisfaction
- Management Involvement
- Measurement Analysis
- Continuous Improvement of all Service Processes

What is a Quality Management System?

"A Quality Management System is the way your organisation directs and controls those business activities which are associated with quality. Broadly, it consists of your organisational structure together with the planning, processes, resources and documentation that you use to achieve your quality objectives, to provide improvement of your products and services and to meet your customer's requirements".

"Quality Management Systems are not just for big companies. Since quality management systems are about how the business is managed, they can be applied to all sizes of companies and to all aspects of management, such as your

marketing, sales and finance activities. It is up to you to decide the extent of the application".

"Quality Management Sys-



Good Business Practice

tem standards should not be confused with product or service standards. The use of product standards, quality management sys-

tem standards and quality improvement approaches are all means of improving your customer's satisfaction and the competitiveness of your business and they are not exclusive of each other".

"Quality management systems should not result in excessive bureaucracy or paperwork or lack of flexibility. Remember all businesses already have a management structure and this should be the basis on which the quality management system is built. You may find that you are carrying out many of the requirements included in the standard but have not stated how they are done". Extract from ISO 9001 for Small Businesses.

The viability of Implementing a QMS

This brings me to the intention of this newsletter which is to discuss the viability of implementing an ISO aligned Quality Management System in your business. The archaic assumption that a quality management system is only

for big business, export oriented business's or a business looking for an internationally accredited certification like ISO 9001, 14001 or 22000 cannot be further from the mark. A good Quality Management System

without any intention of going for ISO certification can be the life saving process your business needs, whether big or small

Implementing a Quality Management System



Are you delivering consistently excellent customer service?

Aligning your business to a structured QMS will ensure that the change process in your business is accepted

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The implementation of a Quality Management System ensures that you not only look at the "Quality" of your product and the service you provide for consistent customer satisfaction but you also have the opportunity of reviewing your business's "Management Systems" for effective cost savings and people involvement. An ISO 9001:2000 Quality Man-

agement system is based on eight Quality Management Principles that can be used by top management in order to lead, direct and control the organisation towards improved performance. In brief they are:

- Customer Focus
- Leadership
- Involvement of people
- Process Approach
- System approach to Management
- Continual Improvement
- Factual approach to decision making
- Mutually beneficial supplier relationships.

Aligning your business to a structured QMS will ensure that the change process in your business is accepted and implemented by all committed parties within the organisation. We will explore each one of these principles and their implications within your business over the next few months.

An implementation project could take anything from 6 months to 2 years before you see the full benefit on your business. This project has at least three major phases covering all aspects of the business.

Phase One would start with an assessment of the business which would lead on to developing a Quality Management System - identifying, defining, documenting and implementing vision/mission/quality statements, business plans, organograms, employee roles & responsibilities, internal communication and setting of

objectives.

Phase two identifies the resources and infrastructure required to manage an organisation effectively. This would cover support processes like Human resources, HR processes, training plans, work environment, IT and operational planning in the business.

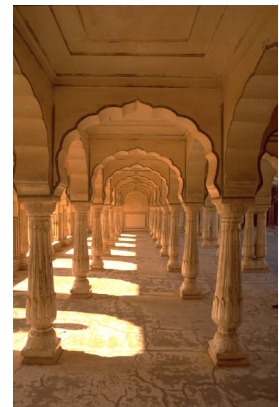
Phase three would entail the identifying, defining and implementing the core processes for service/product provision and the adoption of a process and systems approach to doing business.

This may sound like an enormous task to undertake in your business but if you really look at what is required in order to implement an effective QMS, it is no different to aspects that you cover every day of your business life. This is just a lot more structured.

During the course of this year, we will be sending out periodic newsletters covering different aspects of implementing a Quality Management System in your business, please join us for some interesting reading and maybe a letter or two on your own experiences. If you would like to investigate the opportunities even further, give us a call.

Kind regards

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LCT Solutions is a consulting and training company formed in 2001. The company has its office in Cape Town, however offering our services on a national and international basis. LCT Solutions comprise a number of experienced professionals offering Business Consulting, Skills Development Facilitation, registered trainers OBE facilitators, assessors and moderators.

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