What is QMS?

“Management system to direct and control an organization with regard to quality”

The International standard for QMS is

ISO 9001:2008

What is ISO 9001?

- ISO 9001 is a standard developed by ISO (International Organization for Standardization)
- Specifies following requirements for QMS:
  - Ability to consistently provide the outputs that meet customer and applicable legal requirements
  - Enhance customers satisfaction through the effective application of the system

QMS - Impact

Level 1: Management Coordination
Level 2: Interpersonal Coordination
Level 3: Process Coordination
Level 4: Empowerment

• Commitment
• Resources Abilities
• Domain Area Technology
• Verifying
• Measurement & Improvement

Competitive Advantage

Technology
Organizational capability
People

Process

Measurement & Improvement

ISO 9001:2008

People

Quality Management Systems

Quality Council of India

"Management system to direct and control an organization with regard to quality"

The International standard for QMS is

ISO 9001:2008
Continual improvement of the quality management system

Customers

Requirements

Resource management

Product realization

Product

Output

Measurement, analysis and improvement

Management responsibility

Continual improvement of the quality management system

Customers

Satisfaction

CONTINUOUS IMPROVEMENT

CONTINUOUS IMPROVEMENT

THE P-D-C-A Cycle

Act
• How to improve next time?

Plan
• What to do?
• How to do?

Check
 Did things happen according to plan?

Do
• What was planned.

Benefits / Improvements:

Consistent, reliable processes

Formats for systematic handling of matters, from an unstructured noting system

Clarity in Roles and Responsibilities

Improved communication.

A common system for dealing more efficiently with repetitive tasks.

Framework for informed, effective decisions based on data and information.

Questions & Answers

Thank You