

Date: January 5, 2004

Topic: QMS Implementation

Note:

The view presented in this interview write up is based on experience of implementing Quality systems in the previous function as well as observations made during client's audits over the past few years as Frank is from the Registrar company.

How did you accomplish this topic during your implementation?

When implementing a quality system in organization it is extremely important that the senior management is committed and understands what it takes. Secondly, you must get help of the people who are doing the job and get their inputs. Make sure all procedures are clearly defined and readily available for employee to use them. Training should be provided to the entire organization to increase awareness as why we are implementing Quality system, what does it means in their day to day job and what are the benefits of having good quality system in place. If there is internal resistance then you need to understand what the issue is and see if it can be resolved. In addition get employees trained in the TL9000 standards requirements. Most company's uses train the trainer concepts to train the mass population within the company.

What resources/tools/vendors were used to accomplish this task?

Establishing designated roles and responsibilities makes QMS implementation much easier. Detail project plan should also help. Many companies hires consultant to perform gap analysis to understand what they need to do next. Registrar companies offer pre audit services, which can also identify opportunities that organization needs to focus on.

Was there any benchmarking activity?

N/A

What lead you to use this method?

Most of the organizations/companies implement QMS because they are told to either by management or required by their customers.

What worked and what didn't work?

- Having senior management involvement, understanding QMS benefits and communicating to the organization

What recommendations do you have for others attempting to use your method?

- Must have management buy-in to the process
- Dedicated resources to develop and implement.
- Organization should not go for cheapest solution, instead think about long-term payoff.

How did you measure the effectiveness of this method?

- Organization can compare its Quality objectives/goals and see if those are being met as a result of successful implementation of effective QMS.
- Organization can also review if its customer complaints have dropped.
- During the registration audit auditor can also judge if organization have effective QMS in place.

