

ISO9000 – System management

ISO9000 – System management

What is your system designed to do?

It's a "*Management Information System*" – designed to develop & run your business within a structured framework

By: -

- Capturing information/data for analysis
- Identifying improvement opportunities
- Ensuring tasks are done in a standard way

ISO9000 – system management

How does it capture the data - 1?

By documenting & analysing the following 8 types of records: -

- Objective setting & measurement
- Non-conformance (i.e.errors) records
- Audit non-conformances
- Raw material supplier performance

ISO9000 – System management

How does it capture the data - 2?

- Staff training & development planning
- Customer satisfaction monitoring
- Calibration system performance measuring
- Supplier/Subcontractor performance monitoring

ISO9000 – System management

What is the purpose of the analysis?

To Produce :

- **A Corrective & preventive action plan for driving & tracking improvement initiatives to remove resource wastage**

ISO9000 – System management

What is the forum for discussion?

- The management review meeting

ISO9000 – System management

How often should the meeting take place?

- Every quarter

Why !!!

- The business trades & reports its financial performance in quarters
- The QMS also measures the business's performance
- It compares “apples with apples”

ISO9000 – System management

The desired outcome !!!

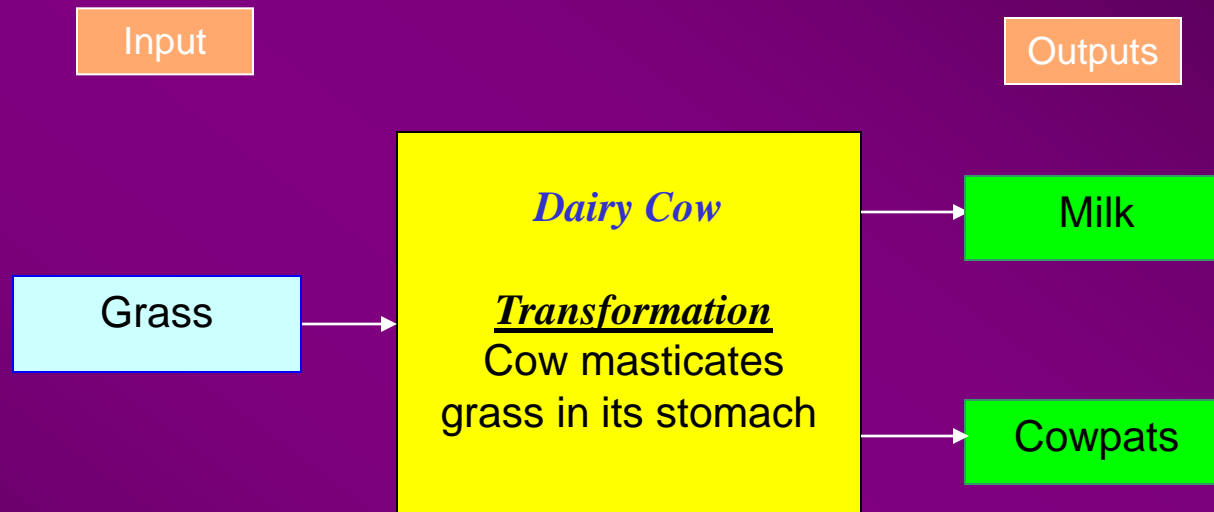
- If you have more “**information**” to base your decision-making process on (i.e financials & quality system performance indicators), then the quality of your decisions will be improved dramatically

ISO9000 – System management

What is it trying to do?

- Produce an action plan for improvement by using process modelling techniques

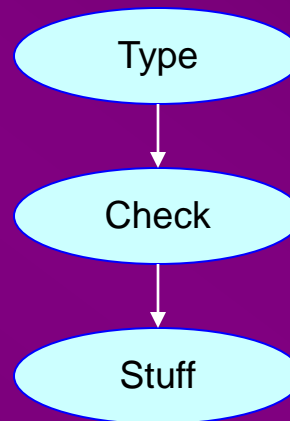
PROCESS MODEL EXAMPLE – Dairy Cow



Measure of cow's efficiency = amount of grass eaten/quantity & quality of milk produced

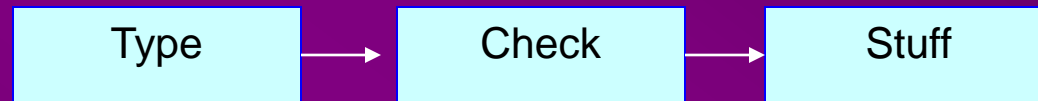
THE LINK TO THE COMPANY'S PROCESSES

Flowchart - Invoicing Process



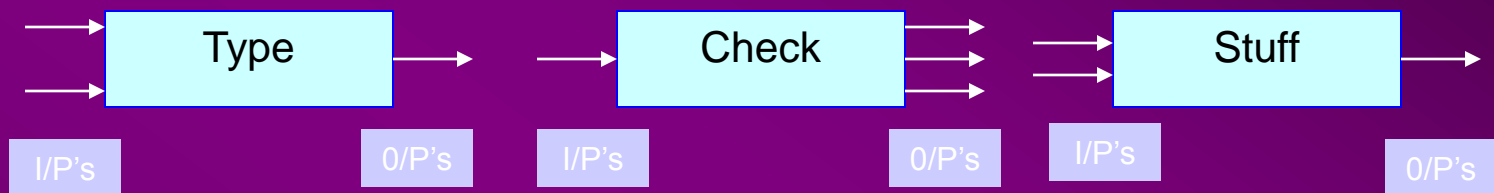
A Company has over 50 processes. This flow-chart shows part of one is for illustration purposes

Flowchart - Invoicing Process



This is the same flowchart, only the circles have been changed to squares and it is horizontal

Measurements - Invoicing Process

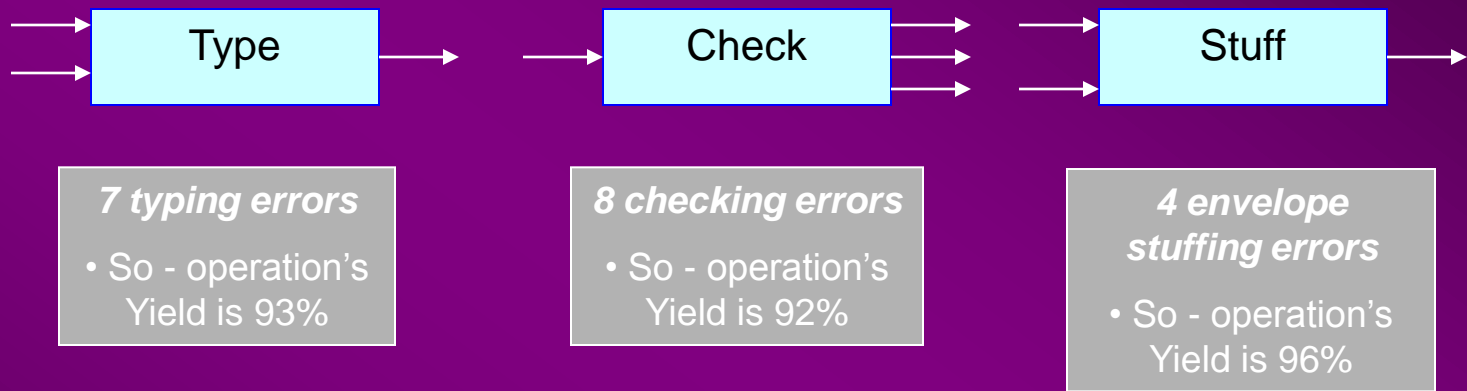


If we know the inputs and outputs of each operation we can measure the efficiency of them and determine where resource wastage occurs

Two examples: -

1. Cycles times: how long it is taking to process the invoices
2. Yields: we can measure the final & each operation's yields

worked example – 100 Invoices to type



The overall process yield is
 $93 \times 92 \times 96$ divided by 3
 $Y_f = 94\%$

Another way of looking at it is the
opportunity is there to find the 6% waste
within the process

Conclusion!!!!!!!

- This process has produced 19 defects
- Most processes will have more than 3 steps in them
- Every company has at least 40 processes

Conclusion!!!!!!

- If each process operation produces on average 6 defects and the average process has 12 steps and there are 40 processes
- Then – 2880 defects are being made every time the Company's processes run
- If 2 man-hours are spent each time rectifying the defects, then 5760 man-hours are being lost !!!!!!!

PROCESS MODEL – MANAGEMENT REVIEW MEETING

Inputs

1. Quality Policies suitability
2. Objective setting & measurement
3. Improvement initiatives
4. Non-conformance reporting
5. Audit NCR recording
6. Resource management
7. Customer Satisfaction Monitoring
8. Supplier/Subcontractor performance

Transformation

Records prior analysis & meeting discussions

Outputs

1. Corrective/Preventive Action-Pan