Designing a Quality Management System using ISO 9000 Framework

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+ Introduction to Quality Management System
+ What is ISO 9000?
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WHAT IS QMS?

To ensure consistent quality of products and/or services

Policy & Objectives

Procedures

Structure & Responsibilities

Resources

Processes

Measurements

OBJECTIVES OF QMS

Quality Management

Company-wide Performance Measures & Control

Quality Assurance

Process Measures & Control

Quality Control

Product Measures and Control
8 QMS PRINCIPLES

Customer-focus
Mutually beneficial supplier relationship
Leadership
Factual Approach to Management
Involvement of People
Continual Improvement
Process Approach
System approach to management

WHAT IS ISO 9000?

† STANDARD for QUALITY MANAGEMENT SYSTEM
† Specifies the REQUIREMENTS for establishing and maintaining a quality management system in an organization
SCOPE OF ISO 9000

- Continual Improvement
- Consistent quality of products or services
- Enhanced Customer Satisfaction
- Meeting Customer & regulatory requirements

CUSTOMER-SUPPLIER CHAIN

- Faculty & Staff
- Classrooms
- Library
- Laboratories

Resources

Process

- Admission
- Course Design
- Course Planning
- Course Execution
- Examinations, etc.

Product

- Learning
- Education
- Degrees
- Certificates

Supplier

- Stationery
- Uniform
- Furniture
- Transport

Customer

- Students
- Parents
- Employer
- Higher institutions
ISO 9000 PROCESS MODEL

Top Management Responsibility

Resource Management

Measurement, Analysis and Improvement

Customer (students, industry higher institutions)

Requirements

Market research

Regulatory requirements

Education Provision Processes

Degrees

Certificates

Customer (students, industry higher institutions)

Satisfaction

ISO 9000 PROCESS MODEL

Top Management Responsibility

Resource Management

Measurement, Analysis and Improvement

Customer (students, industry higher institutions)

Requirements

Market research

Regulatory requirements

Education Provision Processes

Degrees

Certificates

Customer (students, industry higher institutions)

Satisfaction

4 QUALITY SYSTEM

Quality Guidelines & Targets

Policy and Objectives

Summary and structure of system

Quality Manual

Procedures required by ISO 9000

Quality System Procedures

(Audit, Corrective/Preventive Action, etc.)

Operational Procedures and Plans

(Registration, Course Planning, Course Delivery, etc.)

Records/Reports/Logs

(Attendance, Exam, registration records, etc.)

Control of Documents

Control of Records
5 MANAGEMENT RESPONSIBILITY

Commitment
Customer Focus

Management Reviews

Responsibility, Authority and Communication

Quality Policy

Quality Objectives/Targets

6 RESOURCE MANAGEMENT

 RESOURCE MANAGEMENT
(Determination, Provision, and Maintenance of resources)

Competence & Training (faculty and staff)

Infrastructure (Classrooms, Labs, Library)
7 PRODUCT REALIZATION

Course Program Planning

Delivery of Education Services
- Lesson Planning
- Control of Course Delivery Processes
- Availability of Course Delivery Eqpt.
- Evaluations & Examinations
- Identification & Traceability
- Control of Student Property
- Library & Lab Facilities & Control
- Catering & Transportation

Determination & Evaluation of Course Requirements
- Customer Requirements
- Regulatory Requirements

Curriculum Design & Development

Purchasing of Material & Services

Control of Monitoring & Measurement Devices

Lesson Planning

8 Measurement Analysis & Improvement

Audit

Monitoring & Measurement

Supplier

Process

Product

Customer

Analysis of Data

Improvement

Corrective/Preventive Action

Corrective/Preventive Action

Supplier

Analysis of Data

Improvement

Corrective/Preventive Action

Customer
HOW TO IMPLEMENT ISO 9000 QMS?

STEP 1

GAP ANALYSIS

Quality System Requirements

Gap

Existing System of the Organization
STEP 2

PROJECT TEAM

Senior-level Project Coordinator or Management Representative
Representative(s) from Faculty/Teachers
Representative(s) from Administration Section
Representative(s) from Examination Section

STEP 3

ORIENTATION/AWARENESS SESSIONS

Basic Quality Concepts
Quality Management Principles
ISO 9000 Framework
Interpretation of ISO 9000 Requirements
STEP 4

QUALITY POLICY & PERFORMANCE INDICATORS

Organization’s Quality Policy

Department-wise Quality Objectives

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Action Plan for each KPI

STEP 5

DOCUMENTATION OF QUALITY SYSTEM

Documentation

- Supporting documents
- Organization Structure
- Job Descriptions
- Formats

Process Procedures/Standards
- Admission
- Course designing
- Lesson Planning
- Purchasing
- Internal Evaluations
- Examination
- Feedback
- Personnel Training

Quality System Procedures
- Auditing
- Document Control
- Corrective/Preventive Action
- Control of Nonconformity

Quality System Manual

Issuance to Personnel

Review & Approval

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STEP 6

IMPLEMENTATION OF QUALITY SYSTEM

Measurement & Reporting of KPIs

Analysis of students, teachers, & examination related data

Need assessment, planning & evaluation of training of faculty/staff

Feedback from students and other parties

Determination of Customer/Legal requirements

Compliance with lesson plan and documented procedures

Planning, verification, & validation of designing of course

Selection and evaluation of suppliers

STEP 7

AUDITING OF QUALITY SYSTEM

Training of Auditors

Audit Planning

Audit Execution

Audit Reporting

Corrective Action & Follow Up
STEP 8

CERTIFICATION

- Selection of Auditing Agency
- Application & Contract
- Certification Audit
- Yearly Surveillance Audits

BENEFITS

- Consistent quality of products/services
- Defined Procedures, Roles, & Standards
- Focus on Customer
- Regular Monitoring & Assessments
- Enhanced Image
PROBLEMS/PITFALLS

Cost of Certification

- Emphasis on Certification only
- Too much Paperwork
- Generic Requirements

THANKYOU