



Frequently Asked Questions to Quality

1. What is ISO?

The International Organization for Standardization (ISO) is a world-wide federation of national standards bodies from some 140 countries, one from each country. The mission of ISO is to promote the development of standardization and related activities in the world with a view to facilitating the international exchange.

2. How is quality defined by ISO?

Specific in ISO 9001:2000: Meeting the agreed requirements of the Customer. the totality of features and characteristics of an entity which bear on its ability to satisfy stated or implied needs.

3. What is ISO 9001:2000?

ISO 9001:2000 specifies requirements for a quality management system for any organization that needs to demonstrate its ability to consistently provide product that meets customer and applicable regulatory requirements and aims to enhance or exceed customer satisfaction..

4. What are the main objectives of ISO 9001:2000?

- meet customer and regulatory requirements
- enhance customer satisfaction
- continual improvement

5. Why do we need ISO 9001:2000?

ISO 9001:2000 is a practical tool to assist users in business and government to assure the quality of their products and services. Like all ISO standards, its use is voluntary – unless a business sector makes it a market requirement, or unless a government issues regulations making its use obligatory.

6. What are the benefits for our customers?

- Contributes strongly to customer satisfaction
- Customer focus including the need to understand customer needs; the ability to meet requirements and a recognition that organisations should strive to exceed customer expectations
- Establish a transparent internal organization understandable by the customer
- Help to identify our customer needs
- Involvement of people at all levels in maximising organisational potential
- Mutually beneficial supplier relationships (suppliers/subcontractors) in adding value to an organization's output
- System approach to management, including the importance to efficiency and effectiveness of soundly managed processes
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7. What are the benefits for us?

- Competitive advantage in the global market-place, especially as more countries adopt ISO standards
- Continual improvement, encouraging organisations to adopt improvement as a permanent objective

- Cost savings for the company
- Decisive and permanent comparative advantage which gives the company great confidence to go forth and improve its position
- Establish a transparent internal organization
- Factual approach to decision making, based upon analysis of data and information
- Identify best practice and to make sure we are pulling in the same direction
- Identify our customers, our processes and the way we are doing business
- Involvement of people at all levels in maximising organisational potential
- It doesn't ensure a good performance, but it does ensure the basic conditions to make the good performance possible.
- Leadership, especially the role of leaders in setting purpose, direction and work environment
- Lower costs, improved customer satisfaction, greater brand loyalty, and stronger market performance associated with this quality effort.
- Process approach to management, representing a significant shift from the more traditional procedure and function based approach to quality management
- System approach to management, including the importance to efficiency and effectiveness of soundly managed processes
- Try to foresee problems and solutions

8. What does quality mean to our business?

It means that we now have defined processes in the way we plan and conduct our business together and ultimately in the manner we deliver our products and services to our customers.

Having defined processes means that we can now measure how effective and efficient we are, and improve upon those benchmarks. This practice will provide benefit in reducing wastage (i.e. streamlining our processes further, reducing redundant practices, better planning and execution of our work and thereby reducing errors and the time and money spent on rework, hence being cost effective whilst gaining customer confidence).

Satisfied customers + less costs in achieving this = increased business + ultimate profits.

9. How does ISO affect my work?

We are all “customers.”

1. Self-checking ones own work increases the chance of picking up mistakes/errors prior to release and hence provides increased assurance and confidence to the next person in line and ultimately our external customer. Furthermore it provides and assures quality directly from the beginning of the process.
Citation: *“We never have the time to do it right in the first place but we always have the time to do it again.”*
2. It can save time/money in the long run. (No one quantifies time/money loss when attempting to fix problems)
3. Enables our processes and our work activities within these processes to be more transparent and hence measurable to determine who, how, when and why we carry out our assigned task and enable us to improve our effectiveness and efficiency.

10. How should I behave during the audit or react to an auditor?

Firstly quality audits should always be planned in advance therefore you should be given ample notice to prepare and organise yourself.



Quality audits are not intended as an interrogation or to ‘catch anyone out’ or be used to evaluate people performance.
 Quality audits are conducted to measure and evaluate process performance – **not** people performance.

If you are prepared and organised you will most definitely be more composed throughout the audit.

Remain calm and co-operative throughout the audit. Listen closely to each question asked and answer or demonstrate (producing records etc.) as concisely as possible.

Do not be embarrassed if you do not understand the question or do not know the answer.

Do not detract from the question and answer truthfully.

In the event that you believe that a particular question does not relate to your area of responsibility then politely say so and even better, if you are aware, direct the auditor to the person/department who you believe is responsible.

The main thing to remember is to be calm and co-operative.

You are welcome to ask any of our quality team members for further information on this topic if you so wish.

11. What happens after we're ISO Certified?

ISO Certification is **not** a ‘one off’ or guaranteed membership. Upon certification award we will continue to be visited by Third-Party Assessor followed by a complete ‘system’ reassessment every three years. Our objective should be to continue measuring and improving for our own benefit and not simply to satisfy our Third-Party Assessor.



QUALITY IS A JOURNEY NOT A DESTINATION!, WE AT QME BELIEVE QUALITY BUILDS SUCCESS.....

This means that we won't stop at ISO Certification. We should utilise ISO Certification as the foundation of our drive towards Business Excellence. As in building blocks we intend to build upon our quality by gradually introducing more advanced methodologies in our quest to continually improve upon our effectiveness and efficiency.

For further advise or discussion, contact us for a non obligatory presentation or clarification.

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BUILDING SUCCESS THROUGH QUALITY DEVELOPMENT

