



QUALITY MANAGEMENT INTERNATIONAL, INC.



Going from Good to Great

How to Take Your Management System to the Next Level

Disclaimer



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What We Will Cover Today



- 1 About QMII
- 2 Why Are We Here?
- 3 How to Continually Improve Your MS
- 4 Q & A

About QMII



- QMII has provided best in industry process improvement consulting, auditing, and training since 1986
- Headquartered in Ashburn, Virginia
- ISO 9001:2015-certified
- SBA 8(a) and DBE-certified
- Minority-owned business
- GSA PSS and Schedule 70 holder



About QMII



US Coast Guard

FHWA

US Navy

NJ Transit

US Army

Amtrak

Crowley

Harley Marine

Interlake

Indorama

DOC

Commerial



Why Are We Here?



Understand what continual improvement is



Understand the building blocks of an effective system

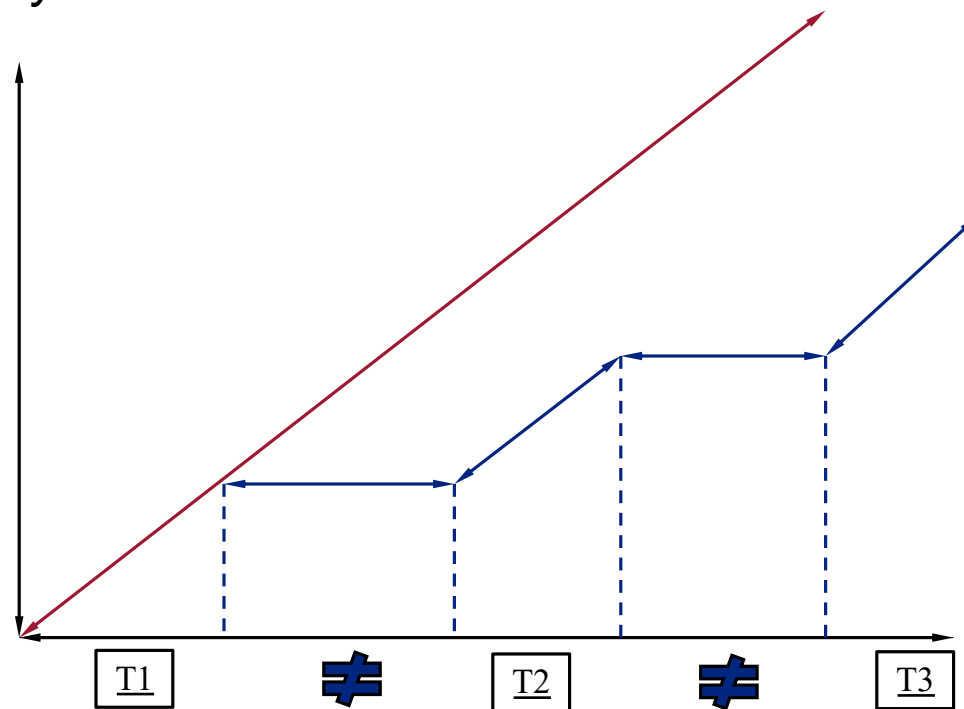


How to drive improvements in your management system

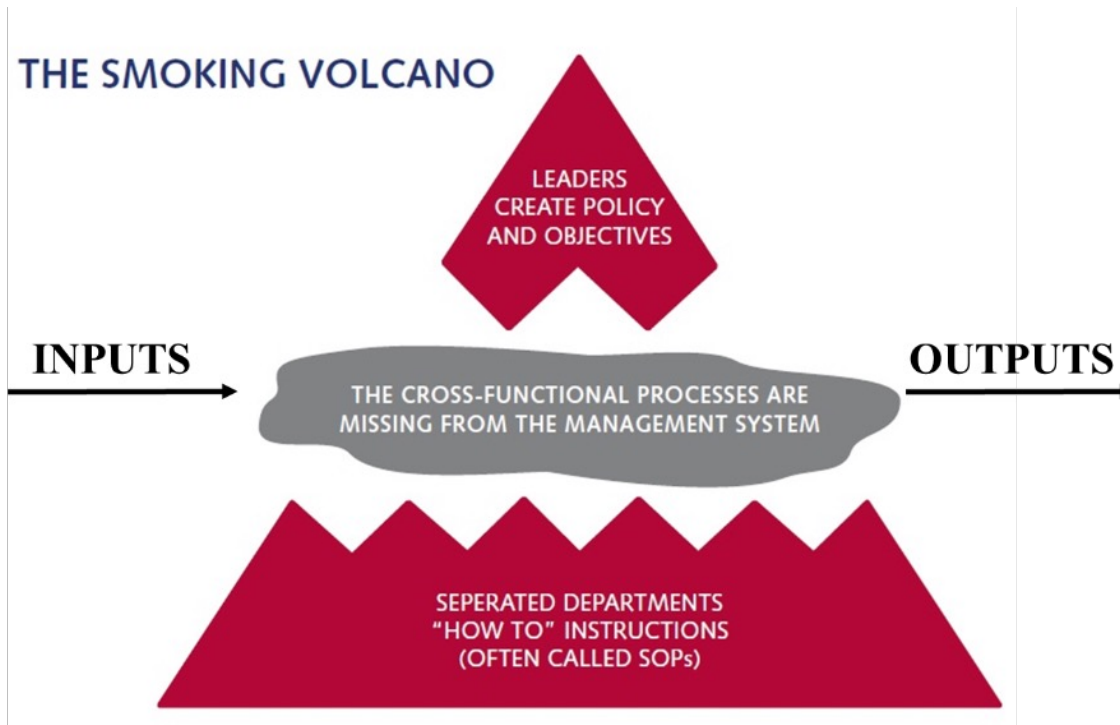
What is Continual Improvement?



“Recurring Activity to Enhance Performance”



System enabling Goals



Going from Good to Great



1. Engage Personnel at all Levels
2. Review system for AS-IS
3. Identify and Prioritize Improvements
4. Devise a feasible Action Plan (Re-engage personnel as needed)
5. Audit the system using a risk-based approach

Mature systems could start with step 5 and then lead into step 1

Step 1.1 – Engage Leadership



Gaining Leadership Buy-in

- Reassess/Identify the Context of the Organization
- Reassess/Identify Relevant Interested Parties and their Relevant Needs
- Revisit the policy to check alignment with strategic direction (incorporating two bullets above)
- Benchmark against competitors
- Prepare presentation for workforce

Step – 1.2 Engage Personnel



- Leadership to present strategy, expectations (including goals/objectives and active participation of workforce in using system)
- Educate workforce on how they can contribute to detection and reporting of risks/near-miss/non-conformities, need for changes to system and
- Identify needs for making system useful and easily accessible

Step – 2.1 Review Documentation



Review your system for the “AS-IS” at periodic intervals

- Business and operating context as also stakeholder needs change
- Operational aspects change as a result
- Does your system as currently documented reflect actual practice? Is it over documented?

“..... But I don't have the time or resources”

Step – 2.2 Review Actual Practices

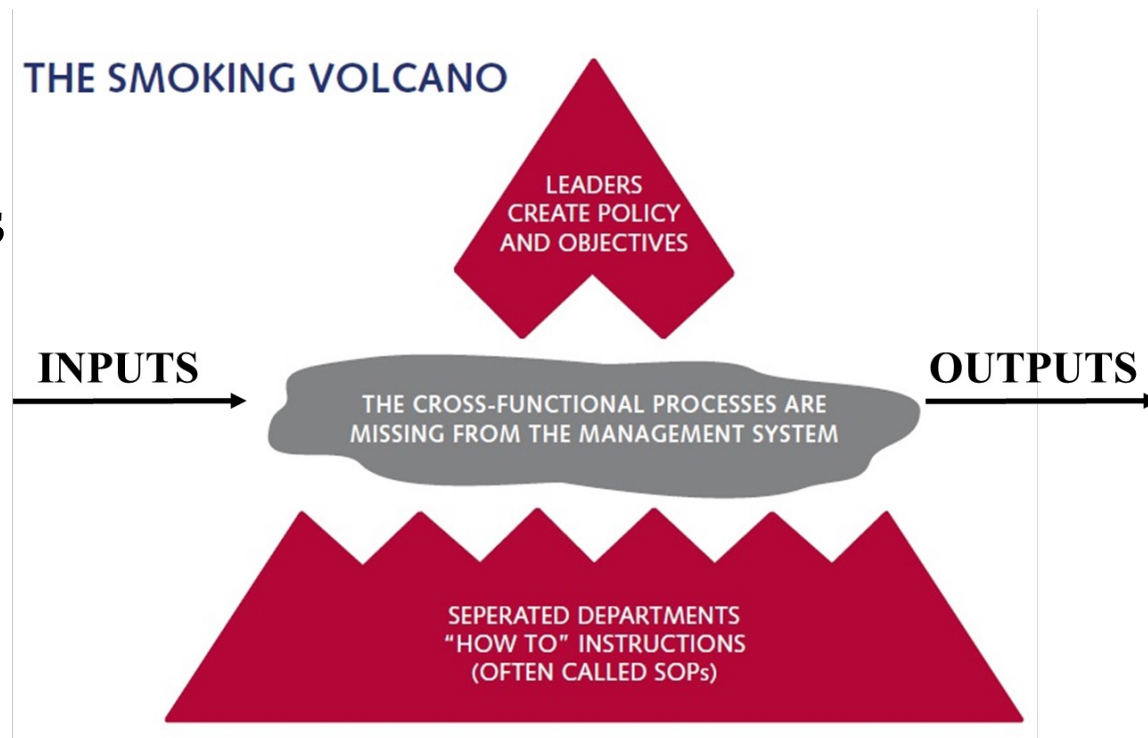


- Conduct GEMBA walks
- Conduct Process Audits
- Involve Workforce – Gain feedback on OFIs, what is working well and what isn't
- Analyze data

Step – 3.1 – Structured Improvements



Set clear objectives/goals connected to the policy



Step 3.2 – Prioritize Improvements



- Use the Pareto principle (80-20 rule)
- Consider what can deliver quick and impactful results – for a quick win!
- Consider what is important to internal/external customer (including objectives)
- Consider ease of implementation vs. investment

Step-4 – Action!



Develop documented Action Plans considering:

- What is to be achieved
- What will be done
- What resources will be required
- Who will be responsible
- When it will be completed
- How the results will be evaluated
- Gain agreement from concerned parties and keep leadership updated

“Don’t forget to keep workforce engaged”

Step-5



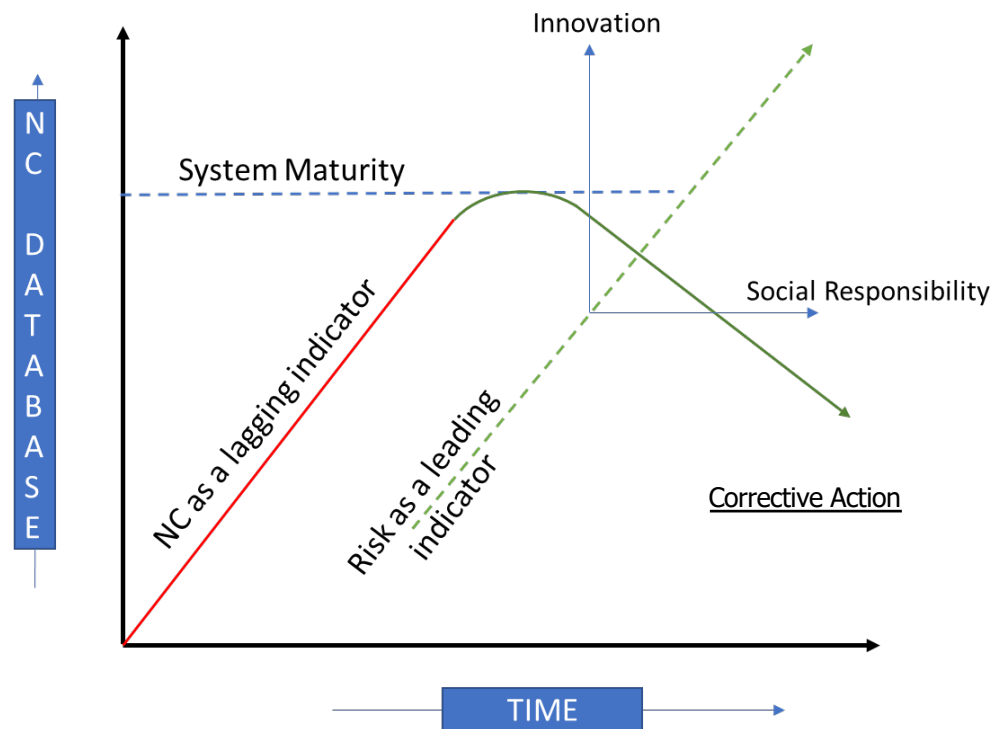
Audit the system using a risk-based approach

- The Audit Program must be planned and updated each year considering:
 - Product/Service inspection data
 - New contextual changes
 - Changes to processes
 - Complex/Critical processes
- Auditors should not become inspectors & Audits do not replace inspections

Maturity of the System



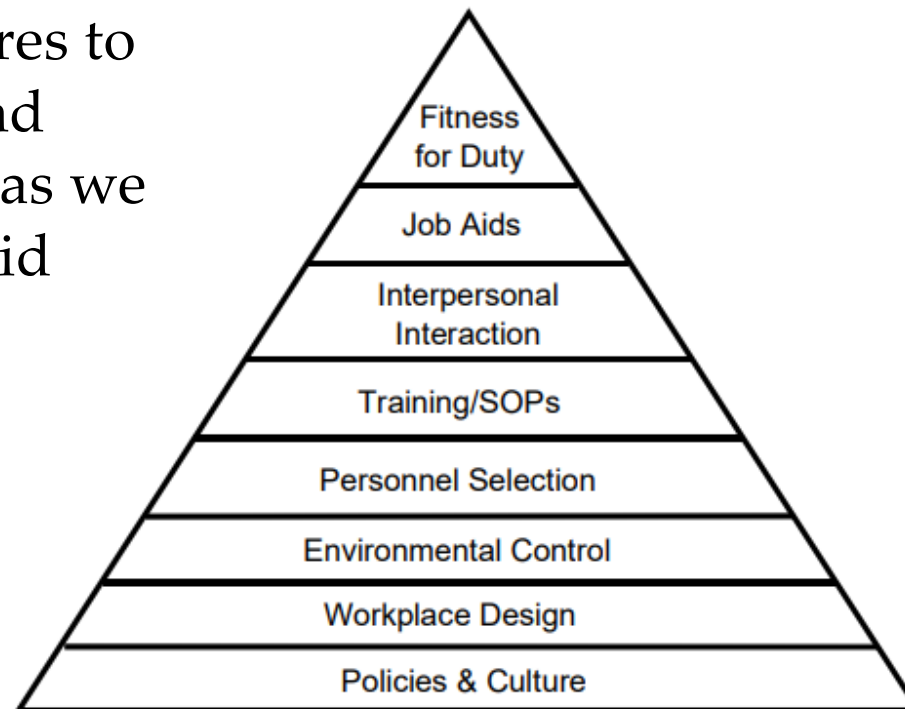
“A bad system will defeat a good person every time” – W.E. Deming



Triangle of Effectiveness



Effectiveness of measures to drive conformity and improvement decrease as we move up the pyramid



Source: Gerry Miller et al, 2000

Procurement Options



GSA MAS: 47QTCA20D0050

SAM UEI: E8KYQBSFJ6V6

CAGE: 1GFC9

STARS 8(a) III

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