

# INTEGRATED MANAGEMENT SYSTEM

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# QUALITY MANAGEMENT SYSTEM

## ISO - 9001:2015

- ▶ Set of policies ,process & procedures required for planning and execution in the core business area of an organization
- ▶ Area that can impact the organization 's ability to meet customer requirement

# QUALITY

- ▶ Fitness for purpose
- ▶ Grade
- ▶ Degree of preference
- ▶ Degree of excellence
- ▶ Degree of conformation



# FACTOR AFFECTING QUALITY OF PRODUCT

- ▶ A. QUALITY OF DESIGN
- ▶ B. CONFORMATION OF DESIGN
- ▶ C. PERFORMANCE OF DESIGN



## . QUALITY OF DESIGN

- ▶ Consuming habits of people.
- ▶ The price they are willing to pay
- ▶ The choice of design of the product which meet the needs of the customer.
- ▶ Profit Consideration
- ▶ Special requirements of the product: Generally greater the requirements for strength, fatigue, resistance, life, interchangeable of manufacturing of items closer should be the tolerance to give better quality goods.

# CONFORMATION OF DESIGN

- ▶ The incoming raw materials
- ▶ The machine and tool for the job and the measuring instrument
- ▶ Proper selected of the process and adequate Process control.
- ▶ The operator should be well trained and experience.
- ▶ Proper care should be taken in shipments and storages of finished goods.
- ▶ Inspection program is such that it gives accurate measure of the efficiency of whole system.
- ▶ Feedback from both the internal inspection and the customer are obtained regarding quality for taking corrective action.

# PERFORMANCE OF DESIGN

- ▶ The quality of performance is concern with how well the manufactured product gives it performance it depends upon.
- ▶ a) Quality of design
- ▶ b) Quality of conformance





# Need of Quality management system

- ▶ In today's competitive environment, it is not quality at any cost, instead it is quality of competitive cost.
- ▶ Quality management system provides the right framework for organisation
- ▶ Key objects for Quality management system to have effective management of internal process to Enhance costumer/stack holder satisfaction to sustain business competitiveness.
- ▶ Increase bottom line result and profitability with optimum use of resource.

# Steps to Establish Q.M.S. in Organisation

Customer needs and expectations

Established quality policy and quality objectives of the organisation

Determine the process to achieve the quality objective

Establish document quality management system

Quality assurance

Quality control

Measure effectiveness of process towards attaining the quality objective

Reviewing for effectiveness and efficiency of process

Continual improvement



## Quality policy

- ▶ Provide a framework to define and review the quality objectives
- ▶ A commitment to continuously improve the QMS
- ▶ A commitment to customer satisfaction



## Quality objectives

- ▶ Ensure economic production of product of uniform quality acceptable to the customer
- ▶ Preventing the defects & failure of product
- ▶ Measurable

# Process to achieve quality objective

- ▶ Standardize procedures
- ▶ Work instruction
- ▶ Quality plans



# Document quality management system

- ▶ QUALITY MANUAL
- ▶ PROCEDURE MANUAL
- ▶ WORK INSTRUCTION AND QUALITY PLAN
- ▶ RECORDS FORM AND FORMATE



<b>Quality assurance (inspection)</b>
Quality control
Measure effectiveness of process towards attaining the quality objective (IQA)

# Reviewing for effectiveness and efficiency of process

- ▶ Management review meeting

## Management review inputs

Plan and carry out the management review

Carry out the management review taking into account the changes of external and internal issues for the QMS

Take into account the information on the performance of the QMS and trends

## Management review outputs

**Include decisions regarding opportunities for continual improvement in the outputs of the management review**

**Include decisions regarding eventual changes to the QMS in the outputs of the management review**

**Include decisions regarding new resource needs in the outputs of the management review**

**Retain the documented information on outputs of the review of management**



# Quality management principles

- Customer focused organisation
- ▶ Leadership
- ▶ Involvement of people
- ▶ Process approach
- ▶ System approach To management
- ▶ Continual improvement
- ▶ Factual approach to decision making
- ▶ Mutually beneficial supplier relationship



# Quality management systems – Requirements

## International Standard ISO 9001:2015

### ▶ 1.Scope

Generic-Applicable to any organization,  
regardless of its type or size ,or  
product and seVICES it provide

### ▶ 2. Normative Reference-ISO9000:2015 QMS fundamental &vocabulary

### ▶ 3.Terms & definition

ISO 9001: Requirement No	Clause	PDCA cycle
4	<u>Context of the organization</u>	<u>Plan</u>
5	<u>Leadership</u>	<u>Plan, Do, Check, Act</u>
6	<u>Planning</u>	<u>Plan</u>
7	<u>Support</u>	<u>Do</u>
8	<u>Operation</u>	<u>Do</u>
9	<u>Performance evaluation</u>	<u>Check</u>
10	<u>Improvement</u>	<u>Act</u>

