



Employee Training Handout

Thank you for your attention during this course. This handout contains definitions of key terms and a summary the main points of the training.

Quality Management System (QMS)- a structured method for top management to control and improve your company’s ability to meet requirements. Includes:

- understanding customer requirements
- purchasing, manufacturing, production, providing services, fulfilling contracts
- fixing problems and the causes of those problems
- monitoring and measuring your products and services
- hiring and training people
- maintaining equipment
- having a clear way of “getting things done”
- keeping records of what has been done

ISO 9001- a document that is a structured improvement program - an ongoing process of

- measuring company performance,
- updating business processes, and
- seeing what impact those changes have on the overall company performance.

Audit- an activity to verify that your company is meeting the ISO requirements and to confirm the effectiveness of your quality management system. An auditor will compare what is supposed to happen with what is really happening.

The Quality Policy- a short statement of the organization’s intention to meet requirements and to improve. Your company’s quality policy is on the back of this handout.

Auditor: “What is the quality policy, and how do you apply it?”

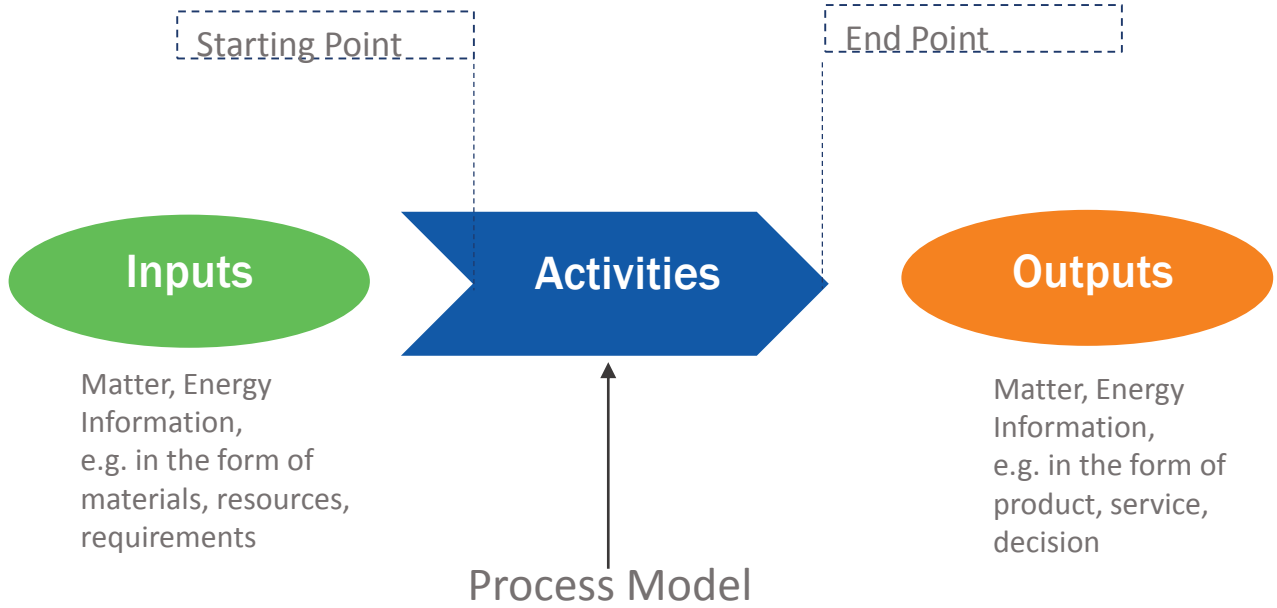
You: Tell about your quality policy and say something like, “I apply our quality policy as I do my job exactly how I am supposed to do it, and by always looking for ways to improve.” True?

Notes

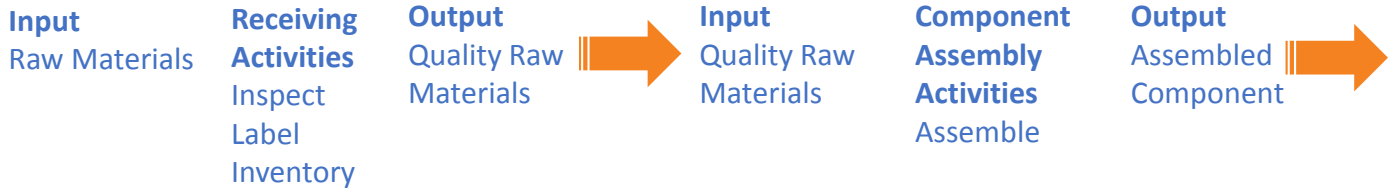


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Process Model and Process Approach



Process Approach - the output of one process becomes the input to another.



Auditor: "What is the process approach?"
You: "The process approach is that all business activities are connected because the output of one process becomes an input to the next process."

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Risk-based Thinking - a forward thinking point of view, looking for risks, concerns and opportunities.



You can apply risk-based thinking by being aware of changes or anything concerning that comes up.

Auditor: "What is risk-based thinking, and how do you apply it?"

You: "Risk-based thinking is being forward thinking. I apply Risk-based thinking by looking for changes or concerns and opportunities for improvement."

QMS Concepts

1. Importance of QMS: it is how your organization provides good products and services.
2. Importance of conforming to the QMS: completing tasks as planned produces the best results.
3. Employees' contribution to the QMS:
 - follow the defined process and complete paperwork
 - apply risk-based thinking and instigate improvement
 - understand the process approach
 - and know the quality objectives and how you help achieve them
4. Implications of not conforming to the QMS requirements:
 - lose customer business
 - lose money (rework, scrap)
 - lose the ISO 9001 certification

Notes

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Our Quality Policy

Our Quality Objectives

Quality Objective	Target	Relevant Areas, Functions or Departments

Notes
