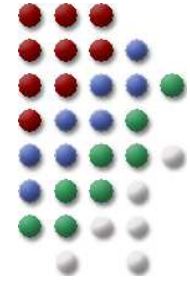
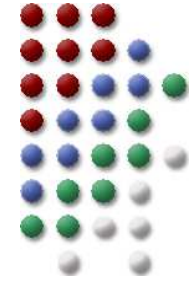


# Organization's Current Situation



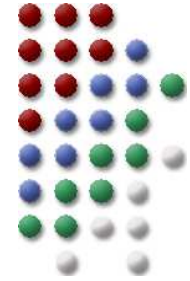
- Working through impacts of re-organization
  - New Management
  - Re-defining responsibilities and processes
- Maintaining current workloads with less resources

# Weaknesses



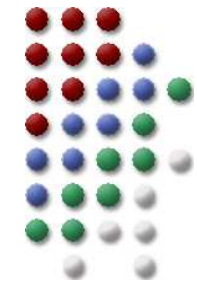
- Leading change
- Maximize Resources
- I must do it all mentality
- Create/Deploy Strategic Plans
- Monitor Key results
- Recognize systematic break-downs
- Follow-through

## MSI's Recommendations



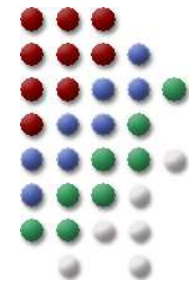
- Corporate deployment of Vision, Values, Policies, Objectives that are interlinked with Dept's Objectives and processes

## Report Topics

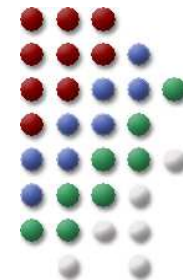


- QMS Objectives
- Car/Par close-out and those that are > than 100 days
- Org's Key process metric that supports their primary mission
- Customer Satisfaction rating
- Supplier performance metrics for top 3 suppliers and means of managing improved performance
- Continual Improvement initiatives and status
- Internal Audits performed and summary of results

# Strategy



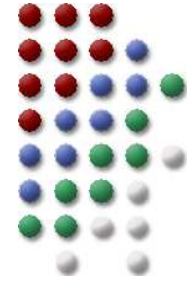
- **Present at OPS reviews to ensure systematic approach to responding to issues**
- **Analyze corrective and preventive action requests**
- **Advise and Present at Management Review**
- **Advising on understanding org changes and impact on Management System**
- **Implementation of Continuous Improvement initiatives**
- **Develop/revise Quality Policy/Objectives**
- **Performance and training personnel to perform Internal Audits**
- **Supplier Performance Audits**
- **Process Review & Improvement**
- **Implementation Consulting**
- **Procedure Development to International Standards**
- **Documentation Review**
- **Surveillance Audits**
- **Recruiting & Training Quality Personnel Management Reviews**
- **Custom Assignments**



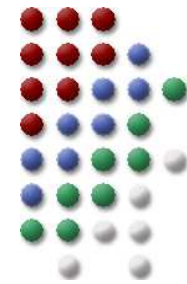
## Some Typical Corporate System Gaps

- Customer Care—handling communication & complaints
- Document Management—change control & history
- Problem Resolution—action tracking & analysis
- Personnel Management—skills & training
- Supplier Management—evaluations & actions
- Equipment Management—maintenance & calibration
- Continual Improvement—system established, challenge of maintaining resources
- Audit Management—plans, records & action tracking

## ISO 9001:2000 / Standards' Emphasis



- Continual improvement
- Increased emphasis of role of top management
- Defined processes
- Consideration of statutory and regulatory requirements
- Establishment of measurable objectives at relevant functions and levels
- Monitoring of information on customer satisfaction as a measure of system performance
- Increased attention to resource availability
- Determination of training effectiveness
- Measurements extended to system, processes and product/service



## Use the QMS to drive the changes

- Communicate changes being made
- Manage changes through the QMS (more systematic)
- Revise processes being changed
- Determine responsible persons and authorities
- Train personnel on the changes
- Implement the change
- Perform an Internal Audit to verify effectiveness of changes

