



QMII ANNOUNCEMENT!

NEW 2012 Schedule Now Available on www.QMII.com!

World Maritime Day - September 22

(see QMII's contest entry details below)

CLIENT SUCCESS STORY-

Jennifer Ungvarsky of LANXESS Corporation



Jennifer successfully completed QMII's QMS Lead Auditor training using ISO 9001 and

EMS Lead Auditor training using ISO 14001 this year. Since completion of the courses, Jennifer has been nominated as a corporate auditor for the global audit program for LANXESS.

Since completing the trainings, Jennifer has hosted 3 audits by their external ISO/RC registrar in the first quarter 2011 and has participated in 4 internal audits at four separate LANXESS Corporation sites. Using the insights and skills Jennifer gained during her training, she has accepted additional responsibility for LANXESS's integrated management system.

Jennifer is a fresh auditor with a great outlook on improving her organization's management system to better serve their customers.

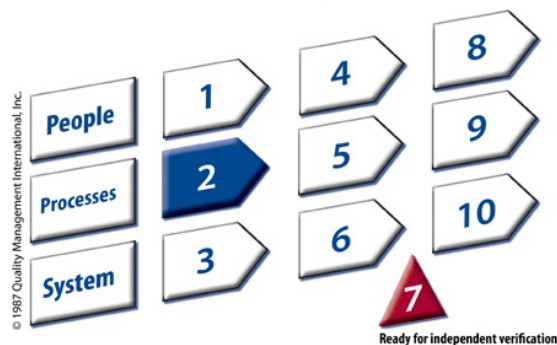
Jennifer lives in Pittsburgh with her husband, Chris, and they are expecting their first child in November.

HELP AVAILABLE FROM OUR WEBSITE FOR SYSTEM DEVELOPMENT TEAMS

(cont'd from July's Issue)

Hopefully you have started exploring [the grid](#) to benefit from 25 years worth of information about developing effective process-based management systems.

Developing your system



Let us now explore the content behind button 2 to determine your organization's key

PUBLIC COURSE SCHEDULE

All Lead Auditor Courses are Certified by RABQSA

QMS ISO 9001:2008

Las Vegas, NV	Sep 26 - 30
Atlanta, GA	Sep 26 - 30
Houston, TX	Oct 3 - 7
Portland, OR	Oct 24 - 28
Philadelphia, PA	Oct 24 - 28
LA/Long Beach, CA	Oct 31 - Nov 4

EMS ISO 14001

Denver, CO	Sep 12 - 16
Atlanta, GA	Sep 19 - 23
Phoenix, AZ	Sep 19 - 23
Houston, TX	Oct 3 - 7
Boston, MA	Oct 17 - 21
San Francisco, CA	Nov 14 - 18

OHSAS ISO 18001

Atlanta, GA	Sep 5 - 9
Houston, TX	Oct 24 - 28

processes.

Key processes are those that will benefit the organization by being defined and made part of the management system. Expect more than 30. Some key processes can be identified during the initial survey and others are described in the chosen system standard(s).

The Task Force will review and more or less complete the list of key processes in the kick-off meeting. A few key processes may not emerge (or some may wither or be joined with others) until the system development project is well underway. By assigning another Process Owner the project can still be completed on time.

Each key process can be assigned to a Process Owner. This is an opportunity for middle managers and supervisors to be involved in developing their system. Some systems are developed entirely with processes "owned" by non-supervisory members of the team. Make this appropriate to the culture of your organization.

A master flowchart of the core process shows the scope of the system on a single sheet of paper. The team across the top of the page (using TeamFlow) will be broadly stated perhaps as "Our Customers, Ourselves and Our Suppliers".

The steps required to add-value to what is supplied such that the goods and/or services meet customer needs are labeled with a few words. These are key processes and each of them can be linked to a flowchart for each of the core key processes.

FMS-ISO 22000

Los Angeles, CA	Oct 24 - 28
Chicago, IL	Dec 5 - 9

ISO 28000 Lead Auditor

Key Largo, FL	Sep 12 - 16
San Diego, CA	Oct 31 - Nov 4

***Maritime Security
Courses approved by
USCG/MARAD***

ISM Auditor

Paducah, KY	Oct 5 - 6
New Orleans, LA	Oct 24- 25
Seattle, WA	Nov 14 - 15
Houston, TX	Dec 5 - 6
Ft. Lauderdale, FL	Dec 12 - 13

ISPS Auditor

New Orleans, LA	Oct 26 - 28
Ft. Lauderdale, FL	Dec 14 - 16

VSO/CSO/PFSO

New Orleans, LA	Oct 26 - 28
Ft. Lauderdale, FL	Dec 14 - 16

Designated Person (DP)

Seattle, WA	Nov 16 - 17
Houston, TX	Dec 7 - 8

**Uninspected Towing Vessel
(1-day to be combined with ISM)**

The support key processes are analyzed and defined separately using a similar approach not linking them to the master flowchart but linking them as necessary to other key processes.

More information with examples is provided by [your eLearning course](#) on developing and documenting your management system.

(Take the next step in the September Issue of The Globe)

Paducah, KY	Oct 7
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Uninspected Towing Vessel

(2-day)

Memphis, TN	Nov 9 - 10
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For more information about our training courses go to

[QMII Training Services](#)

COMBAT THE VOLATILE UNEMPLOYMENT RATE

by *Debra Hampton, P.E., C.Q.E., CPT, CMC*

Lead Auditor - QMS; EMS - Auditor

Vice President Quality Management International, Inc.



The unemployment rate in America is at a staggering high - 1 in 10 in the US willing to work is unable to find a job. With so many ‘looking for jobs’, why not take a different view on this situation? Working as an auditor, consultant, or trainer is often a way to *create* a job and in the long run, jobs for others. To keep the business from becoming “you” dependent, create a process based management system for executing work and managing work. A process based management system is the key to knowing what you are doing to assist clients, making them stronger and more efficient.

Determining the sequence and interaction of processes allows them to be reproduced by others that are brought into your organization as it grows from a job to a company. Setting up criteria and methods will ensure the process is delivered consistently to a planned degree of quality. Establishing times when resource needs are determined and plans are made to provide the resources will build in sustainability. Knowing what to monitor and measure will allow you to see the health of the organization from a distance.

Two last sequences must be built into a process based management system for it to serve the members of the organization. Resource needs must be estimated and planned for as the organization grows to ensure client’s requirements do not become too large to manage. Risk management must also be evaluated to plan for when what is monitored and measured doesn’t go as planned. Building these two things in makes the system robust.

A process based management system is a tool for success for any organization, whether it be a start-up or

an established corporation. It is the difference in requiring constant focus on the day to day and being able to focus on the larger vision of the organization because processes do not depend on constant fire-fighting. If you need to know more about creating a process based management system, please give us a call.

World Maritime Day CONTEST!



QUALITY MANAGEMENT INTERNATIONAL, INC.

CELEBRATES

WORLD MARITIME DAY

SEPTEMBER 22, 2011



In celebration of World Maritime Day, the first ten respondents to correctly answer this question will win a QMII prize pack!

What larger system is the Maritime Signal Flag System part of and what are the Nautical Flags saying in this image?

Do you know the answer? Email us at: Info@QMII.com

888.357.9001

info@QMII.com

www.QMII.com



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