

Public Course Schedule

Lead Auditor Courses
certified by RABQSA.
Maritime Security Courses
approved by USCG/MARAD.

QMS-LA ISO 9001

Seattle WA	Mar 14-18
Philadelphia PA	Apr 4-8
Houston TX	Apr 11-15
Las Vegas NV	May 9-13
Raleigh NC	May 23-27

EMS-LA ISO 14001

Phoenix AZ	Mar 21-25
Columbus OH	Apr 4-8
Houston TX	Apr 11-15
Boston MA	Apr 11-15
Arlington VA	May 16-20

QAU-IA ISO/TS16949

Rochester NY	Mar 7-9
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QMD-LA ISO 13485

ISM Code Auditor

Boston MA	Apr 4-5
New Orleans LA	Apr 18-19
Philadelphia PA	May 16-17
Long Beach CA	May 23-24

Maritime Security Officer



Quality Question:

WHAT IS THE DIFFERENCE BETWEEN REVIEW AND VERIFICATION?

QMII invites you to engage in debate about quality related issues. Please send in your best answer to the Quality Question by February 28 to qualify for a prize. The best answer or answers will be printed in the next newsletter. Send your answer to: answers@aworldofquality.com

Last Month's Quality Question:

WHY ARE GUIDELINES DANGEROUS?

Best Answer:

Guidelines are dangerous because they can easily be mistaken for the standard.

Congratulations to Noe Miranda, Quality Manager, Meskan Foundry, Chicago, IL, for sending in the best answer to our January Quality Question! We are pleased to present Noe Miranda with a QMII elearning gift certificate worth \$99, an LED flashlight, and our bumper sticker.

From Our Experts:

Guidelines are warm and fuzzy but they are not a basis for informing users of the:

- Needs of colleagues whose work is affected by the work of others,
- Inputs and actions necessary for success,
- Standard or datum for improving the process, and
- Safeguards protecting colleagues and customers.

Guidelines soon become requirements when a manager wants to fire someone who caused embarrassment or worse by ignoring them. Why not specify the requirements instead of risking loss with guidelines?

Quality Tip:

QMII tips come from our team of consultants who have many years experience developing and auditing business management systems. We encourage your feedback and discussion, and if you have a quality tip you would like to share, please send it to answers@aworldofquality.com. For more articles, check out the [NeedsToCash blog](#).

Do not overwhelm your corrective action process with too many corrective action requests.

Maritime Security Course

Houston TX Apr 13-15
Philadelphia PA May 18-20
Miami FL Jun 8-10

Designated Person

Boston MA Apr 6-7
NewOrleans LA Apr 20-21
Long Beach CA May 25-26

SCS-LA ISO 28000

Miami FL Mar 28 - Apr 1
Long Beach CA May 9-13

ISPS Code Auditor

Houston TX Apr 13-15
Philadelphia PA May 18-20
Miami FL Jun 8-10

Review each of the nonconformities to see which are the most serious in terms of safety, cost and customer satisfaction. Focus your cross-functional teams' problem solving on determining and removing the root causes of the most serious problems first.

An excellent way of prioritizing action is known as "80:20" where 20% of the nonconformities cost 80% of the price of nonconformity. If you have over 30 nonconformities in the queue for corrective action then consider a 50:5 analysis where removing the root causes of the vital 5% on nonconformities will address half the cost. Then repeat your 80:20 or 50:5 analyses and the removal of root causes from your system until all of the CARs are closed.

If nitpicking audits threaten to overwhelm your corrective action process then reset the audit objective to eliminate observations and opportunities for improvement. Both auditees and auditors can agree that it is better to do a really good job of removing the root causes from the system than to be correcting every little thing.

Of course, you may increase the capacity of your corrective action process by training more cross-functional problem solving teams.

Meet the Instructors: Debra Hampton

Debra Matthews Hampton from Moultrie Georgia, became the first RABQSA certified Professional Trainer in September 2010. Hampton is a trainer for QMII. She teaches courses to assist companies with implementation of Process Based Management Systems conforming to ISO 9001, ISO 14001, OHSAS 18000, and ISO 22000 standards.



"The skills and knowledge I have obtained through PT certification have given me confidence when it comes to teaching," said Hampton. "I wanted to be as effective as I possibly could in order to teach students, and this certification assisted me in reaching this goal."

Hampton has served on the Colquitt County Board of Education since 1996. She is a graduate of Iowa State University with a degree in Engineering. She is registered as a Professional Engineer, Certified as a Quality Engineer and as a Management Consultant.

In addition to working as a trainer, Hampton is a Lead Auditor of ISO 9001 Quality Management Systems. She owns and operates Cornerstone Engineering and with her husband, Luther William (Bill) Hampton, also runs Heavenly Harvest, Inc., a manufacturer of natural and safe products for the body and home including the line of products "Country Gent" Tooth Powder and "Balmy Bee" Hand Sanitizer. They live on a farm in Colquitt County.

Check out our latest addition: Lean Six Sigma Training and Consulting

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