



## In This Issue of "The Globe"

Welcome to this issue of "The Globe."

We dedicate this month to an end of year review of 2015.

In our "QMII in Pictures" section, see our compilation of memorable events, training, and selected highlights throughout the year. We also feature an article on our transition to digitally-verified and cloud-hosted training certificates and their key benefits and features. Furthermore, we highlight an article on leadership and the Plan-Do-Check-Act cycle.

We take great pride in our role in supporting the important work you do, and promise to continue providing exceptional service to help you and your organization be successful in these transformational times. Please accept our wishes for health, happiness, and success in the New Year.

Thank you for your continued readership! Catch up on previous issues of [The Globe](#).

## QMII Issues Digital Training Certificates

By Capt. IJ Arora

QMII continues to work toward providing additional useful assets to our alumni. Effective 2016, QMII is going digital with training certificates. We will issue digitally-verified and cloud-hosted certificates. Each certificate can be printed, saved as a PDF, or accessed via a unique URL. The certificates can be shared easily on LinkedIn and other social networks, allow employers to verify credentials with one click, are very secure and can have any design that QMII require. The software we will be using from a remote host which will enable QMII to see on a dashboard all of the certificates QMII issues, and even enables us to edit

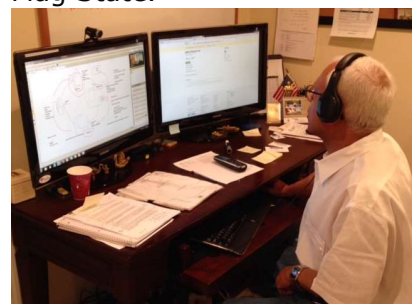
### QMII in Pictures



Jan 2015 - [Leadership Overview](#) for NOAA by QMII President and CEO.



Jan 2015 - EMAA Top Management are committed to making EMAA a leading Flag State.



certificates, e.g. to update misspelled names or to fix errors, even after the certificate is live.

Key benefits:

- Reducing time spent creating, sending or verifying certificates
- Reducing costs around certification - often significantly due our cloud-based nature
- Using LinkedIn and other social media to spread the word about your programs

Key features:

- Issue certificates in seconds. Upload a spreadsheet, select a design and press send
- Update mistakes
- Analytics on which organizations are viewing your certificates
- Full LinkedIn support: our logo & courses on profiles
- Digital verification by simply visiting an automatic URL - includes support for PDF copies.

## Leadership and the PDCA Cycle

By Peter Burke

The International Organization for Standardization (ISO) has recently begun a move to standardize the format of hundreds of its standards, with a new high level structure (HLS). ISO 9001:2015 and ISO 14001:2015 were two of the first ISO management standards to be updated and released with the new HLS in 2015. The goal is to make it easier for organizations to modify their existing management systems, and adopt new ones, using the new standard format.

One of the key modifications is an increased focus on Leadership. Leadership and commitment are key components of Quality Management Systems, and are now positioned to receive more visibility. Management responsibility has always been included in the Plan, Do, Check and Act (PDCA) cycle, but it is now front and center, and has replaced continuous improvement in some clause references. ISO has even put it in the center of the PDCA graphic included in the ISO document instructions (see diagram below). It is a recognition that Leadership is the key to the success of an organization.

The organization's leadership forms teams to accomplish tasks, but it is the leadership's responsibility to review the management system processes to make sure the organizational goals are met.

Feb 2015 - Virtual class led by CEO and President IJ Arora from HQ in Ashburn, VA.



Feb 2015 - QMII VP conducting the [Problem Solving Workshop \(PSW\)](#) at the National Maritime Center in Martinsburg, WV.

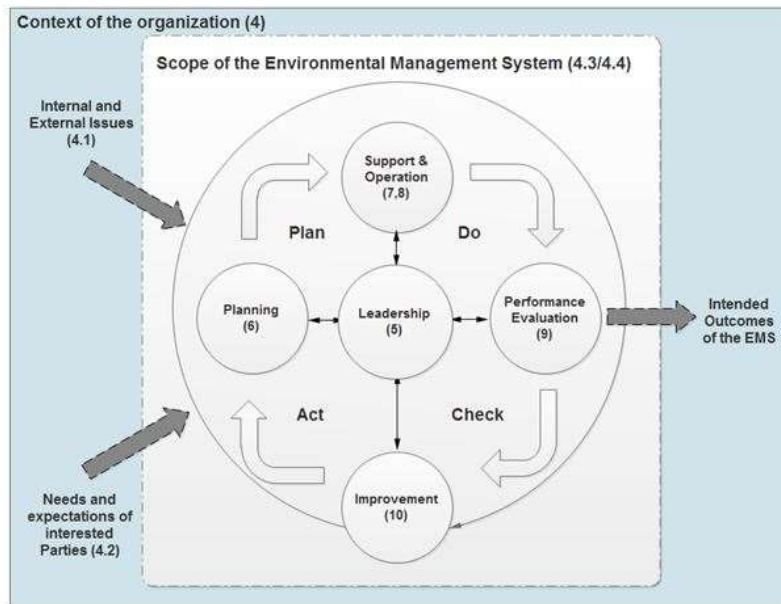


Mar 2015 - Pastor Cornelius visited the office to bless the start of a new chapter for Quality Management International, Inc.



Apr 2015 - Remote office inauguration address by the President and CEO.





The new ISO management standards now have 10 clauses with Leadership listed as clause 5, and referred to throughout the standard. While in earlier versions of the standard, it was referred to as Management Responsibility, the new standard defines it as Leadership. Continuous Improvement is still an important consideration but it is not referenced as often until later in the documentation, in clause 10. Leadership begins in the Plan stage, but leaders are responsible for appointing the teams responsible for the Do stage, and for management review in the Check stage of the Cycle. Leadership also gives the authorization for the organization to Act, or appoints those given the authority to Act.

The organization's leadership expects its staff to develop the skills needed to operate effectively as a team. This includes developing individual skills and working in teams to meet the organizations objectives. It also means working across the organization, and with stakeholders within and outside the organization. The more an organization relies on outside organizations to meet its customer requirements, the more important collaborative skills are for the organization to accomplish its goals. QMII offers training in the many of the skills needed by organizations to develop Quality Management Systems and Environmental Management Systems. Whether an organization is planning to acquire an ISO certification, or plans to update an existing certification to the new standard, QMII can help build your teams. Browse our website, or give us a call, to discuss how we can help your organization meets its Management System goals.

## Year-End Review 2015

2015 was an eventful year for QMII. We are happy to report a 100% satisfaction level conveyed to us by our alumni and clients. It has been our endeavor to be stakeholders in our client's success. Very consciously we have refrained from



May 2015 - TVIB Board being addressed by President and CEO at conference.



Jun 2015 - Working with the Maritime Authority in Addis Ababa, Ethiopia.



July 2015 - [FMEA training](#) for the US Army. Students are engaged in a group exercise to reinforce learning.



Sep 2015 - QMII worked with Washington State Ferries in Seattle.

celebrating QMII success, and preferred to always celebrate our clients' success. This has created a dedicated professional QMII Team totally committed to the system approach. We would not be overstating if we claim that QMII is the only institution that stands by our clients and alumni throughout their lives! If you are our alumni we always advise and support you whenever you seek our advice or a clarification. We are partners in your success.

The [January 2015](#) issue of The Globe brought you our work in Ethiopia and in the November 2015 issue we reported the completion of the work to the entire satisfaction of the client. The November Issue was indeed very well received by our maritime clients. Thank you.

Changes to the ISO 9001 have been the current subject and QMII has covered the various changes on regular basis. As SME (Subject Matter Expert) in PBMS QMII has covered these fundamental changes both in the CEO's Blog and in the Globe. The [February 2015](#) issue was dedicated to the ISO 9001:2015. The other issues through the year covered specific subjects like the leadership and team building in which QMII is taking a lead. Our leadership training and workshops combine the system approach and the individual elements in a unique methodology.

My QMII Team supported me in my sadness following the tragedy of my wife passing away in the [August 2015](#) and [September 2015](#) issues. The [March/ April 2015](#) issue introduced the new permanent location of the QMII corporate office in Ashburn, VA, USA. Pastor Cornelius blessed and wished us well. The office was inaugurated by the CEO. The office has a wonderful training classroom and conference room with the latest training aids. The May 2015 issue highlighted the results of the limerick competition bringing in some humor and participation from participants.

Looking ahead we wish our readers the very best in 2016 and beyond. Please remember no individual can ever as a one man army achieve what a system can. "A bad system will let down a good man every time." Please invest in your system. Once the risks are appreciated they can be mitigated. QMII is just a call/ e-mail away to support you in your system objectives. And [training](#) is the most essential and the least expensive of investments an organization can make if the trainer is knowledgeable and experienced. QMII has been in your service for 30 years now.

Please enjoy the newsletter!

Best Regards,  
Captain IJ Arora  
President and CEO  
Quality Management International, Inc.  
[IArora@QMII.com](mailto:IArora@QMII.com)



Nov 2015 - Consulting work related to implementing the process based management system approach with the GBS Group in Virginia Beach.



Dec 2015 - The QMII Team illuminated the HQ office with a Christmas tree and festive decorations.

To see more of our work in pictures, visit our [Facebook page](#).

### Join the Conversation

Join the conversation with QMII and check out our blogs and tweets: [CEO's Blog](#) and [QMII Blog](#) and [Twitter page](#).

Connect with the QMII President and CEO through [LinkedIn](#).