



The Globe

from Quality Management International, Inc.

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In This Issue of "The Globe"

Welcome to this issue of "The Globe."

January brought a severe cold storm to the North East states with many cities getting 30 inches of snow and more. In Northwest Territories, Canada the Great Slave Lake and Rivers stay frozen for close to seven months of the year with temperatures as low as -15 F! QMII spent a week in this area working with a client who supports the northern most regions of North America.

In this issue read about understanding the 'Context of the Organization' as specified by ISO. We also feature an article on using special tools and facilitation to reduce conflicts in the work-space thus increasing teamwork and productivity. In our "QMII in Pictures" section, see our compilation of memorable events, training, and selected highlights through January.

As we enter our 30th year of achieving clients' success, we look forward to the opportunity to meeting our past, existing and new clients objectives through 2016.

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

Understanding the 'Context of the Organization' By Capt. IJ Arora

ISO 9001:2015 and other standards per the new [High Level Structure \(HLS\)](#) format require the organization and its leadership to understand the context of their organization in determining key Management System elements such as the scope of the system (clause 4.3), the processes (clause 4.4), the quality policy (clause 5.2), planning, objectives, risks and



Northern Transportation Company Limited (NTCL) has been meeting the "Waterways", requirements on the East Coast of Canada, the Western Arctic, and, in particular, along the Mackenzie River since 1934. As they closed on their 80th sea-lift season they needed their SMS (Safety Management System) to be reviewed and updated with changes including the QMS aspects.

It is indeed an honor that NTCL has selected QMII based on our maritime expertise and work with USCG, T&T CG, Ethiopian Flag State and several maritime organizations.



opportunities (in terms of Clause 6). So what then is this 'context of the organization' as per the new ISO standards?

Leadership has a tremendous responsibility in fully and comprehensively appreciating the risks to the organization. As the P-D-C-A Cycle (Plan-Do Check-Act) is used as the tool to bring efficiency using the Quality Management System (QMS), it is not just the Plan stage which is important but also the pre-Plan stage that is vital in the success of the organization. Sometimes the leadership even before formulating a plan at the very conceptual level may benefit the organization and make more robust plans if the context of the organization is understood and appreciated. The context when fully appreciated will bring out the inherent risks as also then provide opportunities for improvement and innovation.

In addition and in conjunction with this requirement organizations also need a good understanding of the relevant internal and external issues that can adversely or positively affect the organization's ability to achieve the planned results. The leadership must be cognizant of both the internal and external issues that can affect this intended outcome. Consequentially it must monitor and review these on regular basis.

To continue reading [click here](#)

Resolve Conflict. Drive Productivity! By Capt. IJ Arora

How we define and respond to a conflict as individuals is different. Each individual thus also has a different perspective on how to resolve conflicts. While no particular approach may be wrong with time certain tools have proved to be more effective than others. One such well known tool is the Myers Briggs Type Indicator (MBTI). The assessments educate the individuals on their personality, strengths and weaknesses, which they may leverage to advantage in dealing with conflict. QMII brings this expertise to the table in their conflict resolution workshops, with MBTI trained and certified assessors.

Understanding the workplace preferences can assist in mitigating workplace conflict and create better teams, thereby improving organizational effectiveness. Stress at work is a reality, more so when jobs are few, competition high and the state of the economy a constant challenge. In the globally tied economy occurrences in other countries reflect in unstable working conditions at home adding to the stress at work. This stress at times acts as a catalyst to conflicts. Using the MBTI assessment, leaders and team members can understand the preferred approach to management of conflicts. MBTI assessments identify five different conflict handling styles: competing, collaborating, compromising, avoiding and accommodating.



The QMII Team seen here in Hay River, NT, Canada with NTCL DPA and other personnel. QMII is assisting and assessing the NTCL SMS and working to ensure they are ready for the 81st sea-lift in spring of 2016.



Sector Commander Baltimore CAPT. Lonnie Harrison visits the QMII corporate office at Ashburn, VA. QMII was indeed honored by his presence.



An ISO 9001:2015 Lead Auditor class in progress at the QMII office in Ashburn, VA. QMII Instructor David Smith is seen here explaining how students

QMII in using this assessment helps explain these types and how and when each one can be used effectively. After all identifying how an individual gets his /her energy (extraversion or introversion), how information is received (sensing or by intuition), how decisions are made (thinking or feeling) and how the team member orients and organizes oneself in the world (judging or perceiving) are important assessments for resolving conflicts. The role of type dynamics in conflict management is vital.

QMII's has used its methodology, improved over 30 years, to implement time tested management systems that work well beyond certification; led by a committed leadership and efficient, competent team. Supplemented by the MBTI tool our methodology will assist organizations in creating a harmonious productive and efficient team meeting objectives and producing the output per requirements.

Learn more about our [leadership and team building offerings here.](#)



Knowledge and learning must continue throughout the life. To be an asset to our clients and alumni and assist them meet their system based objectives QMII must remain in the forefront of learning and maintaining its recognition of a SME in the system approach. In implementing the ISO 9001:2015 some of the first articles on interpretation were written by the QMII CEO.

Recently he has completed the Myers Briggs assessment training and is now a MBTI certified Leadership Instructor. This is in addition to his MSc, MBA, Master Mariner, PhD, Lead Auditor (EG & IRCA) and other qualifications. QMII looks forward to working with clients now in even further contributing to the team building and leadership requirements.

Best Regards,
Captain IJ Arora
President and CEO
Quality Management International, Inc.
IArora@QMII.com

can [develop their own system](#). As a part of its training QMII ensures that all students are fully aware of the standard requirements, auditing and how to implement them within their own organizations.



The CEO celebrated his Birthday on 19th Jan on site with Julius at Hay River, Canada.



QMII has been meeting the objectives of the USCG for close to 10 years now. Seen above are QMII President and VP at the National Maritime Center in Martinsburg, WV.

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

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