



UPDATE ON STANDARDS by QMII

In the past year there has been a lot of activity in the development and revision of ISO standards. Highlighted below are a few key updates:

ISO 41001 – Facility Management

This new standard applies the concept of the Plan-Do-Check-Act cycle to the discipline of Facilities Management. This standard provides the requirements for a facility management system where an organization needs to demonstrate effective and efficient delivery of services. The standard is aligned with the High-Level Structure adopted by ISO thus ensuring easier integration with other standards. Benefits of implementing this standard, per ISO, include improved productivity, communications, service consistency and costs benefits.

ISO 19011 – Guidelines for Auditing

ISO 19011 has become the primary guideline for all audits conducted globally. The FDIS was recently cleared and the updated revision is due to be published in July 2018. One of the main changes lies in the new auditing principle *“Risk-based approach: an audit approach that considers risks and opportunities. The risk-based approach should substantively influence the planning, conducting, and reporting of audits in order to ensure that audits are focused on matters that are significant for the auditee and for achieving the audit program objectives.”* This approach is evident in all the clauses of the standard which not follows the High level Structure. We will further update our readers as the standard is published.

ISO 9004 - Guidance to achieve sustained success

The standard has been updated to reflect the guidelines to achieve sustained success of and ISO 9001:2015 QMS. Per ISO, factors affecting an organization's success continually emerge, evolve, increase or diminish over the years, and adapting to these changes is important for sustained success. The document addresses systematic improvement of overall



QMII in Pictures



QMII recently taught an [ISM auditor](#) course at Sector San Francisco. We are honored for the opportunity to support the CG mission objectives.

Retirement Ceremony of Captain Lonnie Harrison Jr.

QMII was honored to be present at the Sector Maryland NCR change of command ceremony and Capt. Harrison's retirement ceremony.

Capt. Harrison retired after 27 years of service to the nation. The QMII team wishes him and his family the very best in their next chapter.

performance and includes a self-assessment tool for reviewing the extent of conformity by the organization.

Eight Steps for a Successful Audit

By Capt. IJ Arora

ISO standards such as [ISO 9001](#), [ISO 14001](#) and [ISO 45001](#) provide the framework for management systems to function using a process-based approach, to achieve customer and other stakeholder's requirements. Organizations, certified to ISO standards, strive to be compliant, efficient and remain certified. Successful systems have Top Management (TM) / Leadership that are committed to and engaged with the system. They ensure regular audits and conduct management reviews (MR) to assess the continuing suitability, adequacy and effectiveness of the system. They further ensure that their decision-making process uses the inputs from the MR to ensure objective resourcing and support for efficiency.

External third-party audits too add value to this system provided the auditors remain objective throughout the audit. Over the years QMII has come across instances where Non-Conformities (NC) were issued without the requirement being clearly stated or yet the evidence may not substantiate the requirement not met. However, these NCs are rarely challenged by organizations for "fear" of upsetting the auditors. Changes are further implemented to the system as a part of corrective action based on these findings. At times when the management is disconnected from the working system they often are surprised by the NCs presented at the closing meeting. To [read more...](#)

Instructor's Notes - ISO 9001:2015 Internal Auditor Training

- David Smith



QMII provides industry leading training and has for nearly four years been training US Army Quality Assurance Division personnel in auditing courses for both ISO 9001 and AS 9100.



[ISO 9001:2015](#) [Lead Auditor Training](#) conducted at Lake City Army Ammunition Plant (LCAAP) in Independence, Missouri.



With Our International Clients in Port of Spain (Trinidad & Tobago): Maritime Training for the Maritime Security Professionals



QMII recently taught a VSO/CSO/PFSO and ISM Auditor to the Maritime Security Professionals in Port of Spain. Since our foundation in 1986, QMII has served organizations in US and overseas in many different industries including maritime, manufacturing, transportation, engineering, aerospace, medical device, government and others.

[ISO 9001:2015 Lead Auditor Training](#) conducted at Sector St. Louis in Missouri.

With Our International Clients in Ethiopia

The QMII team's combined maritime and process-based system expertise is recognized globally. Our projects includes working with maritime academies, flag state authorities and various private clients in supporting their system objectives for consulting, auditing and/or training.



Capt. IJ conducts as assessment of a training academy for a client in Ethiopia. (above)

REVIEWED
JUN 01 2018
for QMII

QUALITY MANAGEMENT INTERNATIONAL, INC.
STUDENT FEEDBACK FORM

Your evaluation of this class is important to ensure continual improvement. Thank you.

Student Name: [REDACTED] Job Number: MSM - 1A5
City: FREETOWN, TRINIDAD & TOBAGO Date: 22 MAY 2018
If Yes, add me to your monthly email newsletter list: ☐
Assessment Scale
4 = Very satisfied 3 = Satisfied 2 = Somewhat dissatisfied 1 = Dissatisfied

Using the scale above, please rate QMII in the following areas:

Office (Only complete if you interacted with our office staff)

Attentiveness to your needs	(4) 3 2 1
Communicating progress and class details	(4) 3 2 1

Materials

Effectiveness of the Self-Study in preparing you for class	(4) 3 2 1
Suitability and usefulness of the Course Manual	(4) 3 2 1

Venue (Only complete if you attend a PUBLIC course)

Venue comfort	4 (3) 2 1
Venue location	4 (3) 2 1

Instructor(s)

	Co Instr. Name:	Lead Instr. Name:
Concern for your learning objectives	4 3 2 1	(4) 3 2 1
Teaching of the subject matter	4 3 2 1	(4) 3 2 1
Class management: facilitating groups, checking understanding, providing feedback, etc.	4 3 2 1	(4) 3 2 1

Overall

Overall learning experience	(4) 3 2 1
Value of learning to advance your work/career	(4) 3 2 1
Would you recommend this class to others?	(YES) NO

Which topic(s) did you find most useful? (Please refer to the timetable for your answers)
THE ISM CODE IN GENERAL AND IN PARTICULAR.

Which topic(s) did you find least useful? (Please refer to the timetable for your answers)
-

If your organization were to develop an integrated management system, which ISO standards do you think would be added to your current management system?
ISO 9001:2015 QMS; ISO 8546 MARINE STANDARDS

Please write any additional comments here. Continue on back, if needed.
THIS COURSE INFORMATION WAS EXTREMELY INFORMATIVE. CAP. IJ WAS CLEAR, PRECISE AND QUITE KNOWLEDGEABLE. HIS EXAMPLES + LESSONS LEARNT WILL BE REMEMBERED.

If you would prefer to have your comments posted anonymously, please check here ☐.

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QMII President & CEO, Capt. IJ Arora with management of the Ethiopian Manning Agency in Addis Ababa, Ethiopia



Testimonial

Read about what our alumni have to say about our training. [Click here](#)



We are pleased to introduce Kathryn Swearingen who has recently joined our company as a Global Solutions Advisor.

Kathryn will primarily be responsible for administrative duties at QMII Headquarters and will also be involved in marketing strategy and social media outreach. Kathryn has previously held roles in logistics and human resources working for Federal and international clients. She holds a Bachelor's degree from Pamplin College of Business (Virginia Tech).

Kathryn has a passion for new cultural experiences and learning new languages.



Memories of an Alumnus

The Dean and staff of the College of William & Mary, Mason School of Business welcomed their alumni Capt. IJ Arora during a recent visit. IJ was asked to address current serving military students on the process based approach.

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

Join the Conversation



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

We Hope You Enjoyed Reading the Newsletter!

To catch up on the previous issues - [The Globe](#).

Questions, Comments & Submissions

Do you have an article you would like to submit for consideration of publication in The Globe? Please email The Globe Editor Anjalika Singh: asingh@qmii.com.



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