



## In This Issue of "The Globe"

Welcome to the April edition of The Globe. This issue is full of highlights of recent QMII activities and developments and a featured article on amendments to the ISM code.

We are excited to feature details about the launching of our QMII University website, which can be accessed now at [www.QMIIUniversity.com](http://www.QMIIUniversity.com).

QMII's recent partnership agreement with QCS (Quality Consulting Services) is also highlighted with details on its owner David Smith, who is featured in both the Now on YouTube and Meet the Team sections.

Missed the March newsletter? Catch up on previous issues of the [The Globe](#).

## Launching QMII University Website

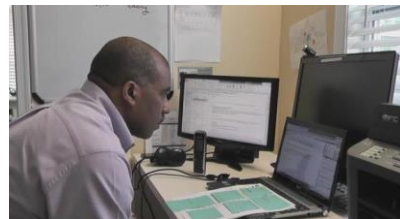
Thank you for your support and appreciation of QMII training. As industry leaders in the PBMS (Process Based Management System) approach, QMII has met the objectives of its students now for over 26 years. We recognize that our core values of training, consulting, and auditing each require separate emphasis.

We are pleased to announce the upcoming launch of the QMII University website as the ultimate resource for training. As global leaders in system based training, QMII University is the training arm of Quality Management International, Inc. It augments the existing website [www.qmii.com](http://www.qmii.com).

## Now on YouTube

### Video of QMII Virtual Training in Progress

Instructor David Smith is conducting the closing meeting to an audit with a 'role-play-workshop designed to simulate a live audit. [Watch the video](#).



## QMII in Pictures



QMII President and CEO IJ Arora addresses attendees at the Mid-Atlantic Waterways Conference in Portsmouth, VA on the PBMS approach

The new training specific site will go live in May 2014. It is designed on a new platform to improve the user interface experience with a focus on content discoverability, ease of registration, and performance improvement. Specific highlights include the following:

- A training calendar which lists all course offerings and provide options to filter or search by course title, location, and dates.
- A one page user friendly registration process.
- Centralized access to resources such as checklists, leaflets, newsletters, publications, and white papers.

Here is a screenshot for your viewing pleasure.



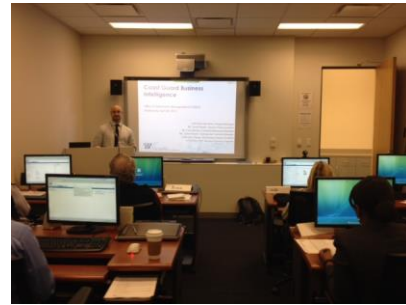
In-house, the renovated architecture provides for better and expanded administrative control of content updates and technical troubleshooting by the QMII Team, ensuring enhanced customer service.

This website is designed keeping our valued alumni and clients' current and future training objectives in focus.

We look forward to you reviewing [www.QMIIUniversity.com](http://www.QMIIUniversity.com) and sending us your inputs and suggestions.

## QMII Partners with QCS

QMII has recently entered into a training and consulting agreement with QCS (Quality Consulting Services) of Bowie, Maryland. A disabled veteran owned quality consulting



Instructor William Askew teaches a CGBI Basic Course at the new Coast Guard HQ building in Washington, DC



Instructor William Askew uses SMART Board 800 to teach more effectively



From Coast Guard HQ, Instructor Rachel Tackett provides CGBI Virtual Training to D11 Command Center Response personnel in Alameda, CA

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

company, QCS is a consulting firm with a focus on assisting organizations improve efficiency and effectiveness through the use of quality tools such as Lean Six Sigma, ISO 9001:2008 standards, and Project Management.

Owner David K. Smith has been associated with QMII for several years as a contract Global Solutions Advisor and ISO 9001:2008 course instructor. He has conducted training for numerous QMII clients, including the US Coast Guard.

## **Amendments to the ISM Code Effective From 01 July 2014**

The ISM code (International Management Code) for the Safe Operation of Ships and for Pollution Prevention has been a cornerstone of maritime safety since its introduction in 1994. The purpose of ISM Code is to ensure Safety at Sea, to prevent human injury or loss of life, and to avoid damage to the environment and to the ship. The last amendment to the ISM code was made in July 2010.

Following the COSTA CONCORDIA marine accident, a working committee was assembled to assess whether the measures to promote and maintain a high safety level on ships, already identified at previous meetings, were sufficient. As a result, the Committee adopted amendments to the ISM Code. The overall purpose of the amendments is to stress the company's responsibility for assessing whether the crew is sufficient in relation to the ship's operation and to clarify the company's responsibility for ensuring that ISM related tasks that are delegated out to sub-suppliers meet the safety standards of the ISM Code. These amendments (Clause 6.2 amended and Clause 12.2 added) come into force on 01 July 2014. [Click here to download MSC circular.](#)

The Committee also agreed on a number of other measures that would, in the longer term, contribute to enhancing safety at sea on passenger ships, including for example new designs preventing the location of vital equipment in the same area and ensuring increased emergency power supply, including an extension of the emergency systems capable of being maintained from here.

QMII has already incorporated these changes to our [maritime training](#).

### **Meet the Team**



Mr. David K. Smith is a consultant, instructor, and auditor with QMII. He retired from the US Coast Guard after more than 27 years enlisted and commissioned officer service. He served in a variety of special assignments, including military healthcare administration, officer personnel recruiting, and the marine safety program.

His last assignment while on active duty was as a Lieutenant Commander at the Coast Guard Headquarters, Office of Quality Assurance, Training and Inspection, in Washington, DC. In this assignment, he served as a Quality Management System – Lead Auditor, conducting process-based QMS audits and assisting with quality management system reviews.

His most notable achievement was the planning and hosting of an International Maritime Organization Standards for Training, Certification and Watchkeeping (STCW) audit conducted by a delegation from Transport Canada, a first of its kind of a major audit of a Coast Guard operational program.

Mr. Smith is a RABQSA ISO 9001:2008 Quality Management Systems Lead Auditor with several years of auditing experience.



## Upcoming QMII Public Classes



QMII's goal is to provide learning opportunities for understanding processes and systems as they relate to any organization. See our schedule of upcoming public classes below:

ISM Auditor	
Dates	Location
May 3-4	Virtual Class
May 19-20	San Diego, CA
VSO/CSO/PFSO (concurrent with ISPS Auditor)	
May 7-9	Miami, FL
May 21-23	San Diego, CA
ISO 9001 Lead Auditor	
May 5-8	Virtual Class
Jun 2-5	Somerset, NJ
ISO 14001 Lead Auditor	
May 19-23	Virtual Class
Jun 9-13	Portland, OR
ISO 13485 Lead Auditor	
Jun 16-20	Virtual Class
ISO 28000 Lead Auditor	
Jun 9-13	Bethesda, MD
RC14001/RCMS Lead Auditor	
Jun 9-13	Pittsburgh, PA

Please [contact us](#) to register for the courses listed or inquire about other training opportunities.

## QMII Continues to Improve and Expand Services

After months of preparation, dedication, and hard work done by our team, I am delighted to share with you news of our QMII University website. Over the coming months, we will be rolling out new pages and functionality.

Going forward, we will continually expand our online content and keep you updated on the latest information. QMII University is yet another marker on the road ahead to demonstrate our commitment to providing best

## Should Auditors Add Value?

A lot of our customers, and as I teach students and QMII alumni, have asked me about auditors, particularly internal auditors, who are pressured to do quick audits and preferably without too many NCs (Non Conformities). Then there are auditors who have opinions (!), some who have been auditing for many years and start thinking they have the best advice.

So who is a good auditor? What is the correct role of an auditor?

To continue reading, go directly to the [QMII CEO Blog](#).

## The Process Approach

All work is process. While organizations continue to employ humans supported by machines, instead of the other way around, here is a working description of the process approach.

As workers, we enjoy our work because it makes the best use of our strengths, gifts or talents. Collectively or individually, we work to fulfill the purpose of our organization.

To continue reading, go directly to the [QMII Blog](#).

## Alumni Corner

### IJ Mentors Student on ISM for his Thesis

IJ recently received the following acknowledgement for mentoring a student of Liverpool John Moores University (LJMU) on ISM for his thesis.

*"Thank you for the great insight and information you provided me with during the course of my research project."*

in class training and service excellence for our alumni and clients.

We are also excited to highlight our recent QMII/QCS partnership agreement! By teaming with a qualified business partner with shared goals and objectives, we can expand our training and services to meet the growing needs of current and prospective alumni and clients.

Best Regards,

Captain IJ Arora

President and  
CEO

Quality Management International, Inc.  
[IArora@QMII.com](mailto:IArora@QMII.com)

### Featured in the QMII Store

## Quality Audits for Improved Performance

This book is an excellent reference for learning and applying basic quality auditing principles. Examples and checklists throughout the book help make this one of the best single-source reference guides. Quality practitioners, registrars, and those preparing for certification exams will find this book to be a useful tool.

View the [QMII Store](#) to learn more.

The LJMU student's dissertation was submitted in partial fulfillment of the requirements for the degree of Bachelor of Science with Honours.

### Did You Know?

We feature various free resources such as checklists, leaflets, and white papers. Click [here](#) to access all this and more!

### Testimonials

Have you seen what other alumni have to say about our training? View their testimonials [here](#).

### 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](#).

### Questions, Comments, Submissions

Do you have an article you would like to submit for consideration of publication in The Globe? Please email [rtackett@qmii.com](mailto:rtackett@qmii.com).

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