



In This Issue of "The Globe"

Welcome to another edition of The Globe! Recognizing that the heart of any management system is an engine for finding problems within the system, this issue features a blog posting on problem solving and an article with photos of recent problem solving workshops we provided in Ketchikan, Alaska to meet a client's maritime expectations. We highlight various vessels and their personnel engaged in tailored problem solving workshops.

Our "QMII in Pictures" section also features highlights of other training in July, including picturesque views of Juneau, Alaska, where QMII provided training to Coast Guard Sector Juneau personnel.

We bid farewell to CDR Dan Norton, who is featured in an article with a photo of his recent retirement ceremony attended by QMII at CG Headquarters. We wish him success in the next phase of his life.

We also introduce you to Stella Favaretto, who is one of the newest members of the QMII Team. Read more about her background and experience in our "Meet the Team" section.

We hope you enjoy what we've included in this issue, including the increased number of photos and news on the QMII team and places they have visited this month. Thank you so much for reading! Did you miss last month's issue? Catch up on previous issues of the [The Globe](#).

QMII President and CEO Completes His PhD

The QMII team would like to congratulate its President and CEO, Captain IJ Arora, on successfully completing his PhD. His thesis was on "The Wider Use of the Process Based Management System Approach (PBMS) to Usher in Efficiency". IJ already has an MBA from the College Of William and Mary, Master Mariner and a MSc in Defense Studies. He is a Lead Auditor certified both by Exemplar Global (RABQSA) and IRCA, and leads the QMII Team in consulting, auditing and training. The entire QMII Team wishes Dr. Arora the very best as he leads the efforts at QMII to assist our alumni and clients achieve success as QMII heads to celebrate 30 years of client success.



QMII Provides Customized Problem Solving Workshops to Holland America Line (HAL) Vessels

QMII President and CEO recently conducted a series of [Problem Solving Workshops \(PSW\)](#) tailored, in collaboration with HAL, to meet the maritime objectives of Holland America Line during the week of July 7-11. Our standard PSW was specifically modified from the one day exercise to a two hour long workshop for the client. The training for High Ranking Personnel from several of their vessels was well-received, in Ketchikan, Alaska.



Problem Solving Using the 5 WHYS Methodology

If you are a parent, grandparent, or have worked with small kids, you will have often become frustrated with the constant barrage of questions starting with 'why ...'. The answer to the first only leads to another! But that is indeed how a child learns more about the environment around him/her. Just as a child's curiosity leads them to find the answers to the questions they are asking, so do the '5 Whys' help an organization find the root cause of the problem(s) they encounter.

The 5 Whys is probably one of the best basic problem solving tools and one of the most under-used. The 5 Whys tool encourages the user to ask WHY five (5) times. While there is no requirement to ask WHY five (5) times we encourage our clients to ask WHY at least five times so that they may reach the root cause of the problem.

To continue reading, click [here](#).

QMII in Pictures



QMII President and CEO conducts a Problem Solving Workshop to personnel onboard MV Zaandam



QMII also provided a Problem Solving Workshop onboard MV Volendam in Ketchikan, Alaska



MV Zaandam personnel engaged in a group activity

QMII Attends Coast Guard Retirement Ceremony



QMII thanks CDR Dan. R. Norton (Chief of the MMS, Force Readiness Command) on his retirement. The CDR led the MMS program for the CG. It was a pleasure working with him and under his leadership, as he directed QMII in achieving the CG Prevention Department's objectives from the system approach. The retirement ceremony at the CG HQ was attended by QMII together with FC-AEMMS staff as well as Dr. G. Brignoni (Deputy Commander, Force Readiness Command). QMII thanks CDR Norton for the initiative taken in and assistance in developing the service version of QMII's [QMS Lead Auditor course using ISO 9001:2008.](#)

QMII has and continues to support the Mission Management System (MMS), a process based quality management system based on the international standard ISO 9001 standard. QMII takes this opportunity to wish the CDR and his family all the best as they move into the next phase of their lives.

QMII would also like to take this opportunity to welcome CDR Anne Soracco, who has taken over from CDR Norton.

Now Offering Capability Maturity Model Integration (CMMI) Services

Thriving in a competitive global marketplace requires you to understand the capability of your processes. How do you know if you are good at what you do and if you are good at what matters? This is where CMMI® can help. CMMI is a tool that is used for process improvement and will help an organization meet business objectives. Building CMII into your processes will ensure predictability and



Holland America Line personnel aboard MV Zuiderdam learn about team-based problem solving using the "5 Why" technique



MV Statendam personnel learn about nonconformities



Ketchikan, AK. The Salmon capital of the world!.



After training Coast Guard Sector Juneau personnel in Alaska, Rachel Tackett visited nearby Medenhall Glacier, one of two glaciers visible from the local road system.

repeatability. By Integrating CMMI® into your management system, you are able to guide process improvement across the entire organization.

Many US Government contracts including, Department of Defense (DoD), Social Security, Air Force and Navy require CMMI®. Project managers and program management office personnel will find the use of CMMI® invaluable. CMMI® is a tool that can be used for evaluating vendors.

QMII is pleased to offer consulting and auditing services for the CMMI® Development and Service models. We also look forward to offering an introduction into CMMI®.

For more details or to express an interest in our CMMI® related services please, visit our website [here](#).

Upcoming QMII Public Classes

Some of our upcoming classes are highlighted below. Click on the image for more information:

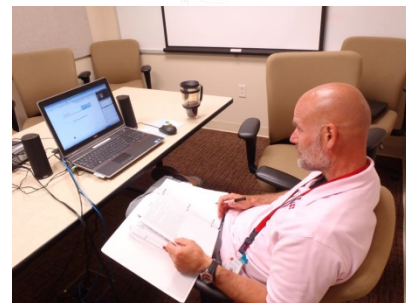
Designated Person	
Dates	Location
August 11-12	Virtual Class
September 15-16	Virtual Class
ISM Auditor	
September 8-9	Houston, TX
October 6-7	Miami, FL
ISPS Auditor	
September 10-12	Houston, TX
October 8-10	Miami, FL
VSO/CSO/PFSO	
September 10-12	Houston, TX
October 8-10	Miami, FL
ISO 9001 Lead Auditor	
August 19-22	Somerset, NJ
August 25-28	Houston, TX
September 8-11	San Diego, CA
ISO 14001 Lead Auditor	
August 18-22	Virtual Class
September 22-26	Virtual Class
ISO 14001, RC14001, RCMS Responsible Care® Lead Auditor	
September 15-19	Dallas, TX
December 8-12	Sterling, VA
BS OHSAS 18001 Lead Auditor	
October 27-30	Sterling, VA
ISO 13485 Lead Auditor	
October 20-24	Virtual Class
ISO 28000 Lead Auditor	
October 20-24	Sterling, VA



Scenic view of Gastineau Channel and Douglas Island from the top of tramway in Juneau, Alaska



Designed by QMII Sales and Admin Executive Stella Favaretto, our flags are proudly displayed in various work areas at Coast Guard Headquarters to show QMII presence



[QMS Lead Auditor Virtual Training](#) for the Coast Guard National Maritime Center in Martinsburg, West Virginia



Explore QMII's Self-Paced eLearning Modules

QMII's eLearning modules cover a variety of topics for various industries and organizations. Click on the image below for more information.

For:	Learn where and when you like:
All Organizations	Develop and Document Your Management System
All Organizations	ISO 9001:2008 Requirements
Aerospace (ASD)	AS9100 Revision C Requirements Beyond ISO 9001
Food Safety	ISO 22000 Requirements
Laboratories	ISO 17025 Requirements Beyond ISO 9001
Maritime	ISM Code 2010 Requirements
Medical Devices	ISO 13485 Supplementary to ISO 9001
Oil and Gas	ISO/TS 29001 Requirements Beyond ISO 9001
Railways	IRIS Requirements Beyond ISO 9001
All Auditors	Nonconformity Statements Adding Value
All Organizations	Basic Problem Solving
All Visitors	Specify the eLearning you would like to see here

Investment in Training

We feature an article and various photos on the tailored training we developed for one of our clients to highlight that just as technology is constantly upgraded, so must human potential. In an organization, training which needs the least investment can play a very important role given the critical contribution by human resources in ensuring efficiency.

Moreover the statutory and other audits for compliance to regulations can be internally performed. The necessity of training in building human potential and productivity to ensure optimization of human resources can hardly be emphasized.

QMII provides training, auditing and consulting services to empower private and public sector organizations to [master the continual improvement of their management systems](#). This allows our clients to meet the needs of their customers, employees, shareholders and other stakeholders faster and more efficiently.



Julius DeSilva with students from a [CSO/VSO/PFSO course](#) held in San Diego, California

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

Meet the Team



Stella Favaretto is the Sales and Administrative Executive for QMII. She coordinates training courses, assists customers and develops marketing campaigns for the company. Stella has more than 13 years of experience in Marketing and Communications, working for different companies and industries. She has lived in four countries and appreciates and has a passion for diversity and multiple cultures. She holds a Marketing degree from her home country, Brazil. She currently resides in Leesburg, VA with her fiancé John and five-year old daughter Francesca.

Please enjoy the newsletter.

Best Regards,

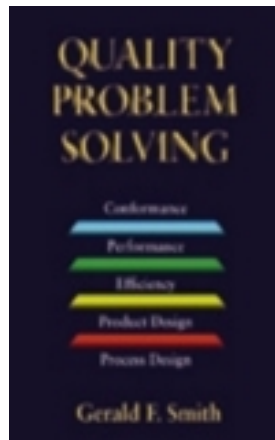
Captain IJ Arora
President and CEO
Quality Management International, Inc.
IArora@QMII.com



Congratulations and Best Wishes to QMII Global Solutions Advisor William Askew on his recent wedding.

Featured in the QMII Store

Quality Problem Solving



DESCRIPTION:

A reference for all industries, this book offers state-of-the-art problem solving insights and advice for anyone trying to solve complex, real world problems.

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



Birthday Wishes go out this month to QMII Director, Global Solutions Lisa Parsley, who received a gift package full of goodies from the company.



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.

Alumni Corner

Join the Conversation

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

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Quality Management International, Inc.
43250 Brownstone Court
Ashburn, Virginia 20147
United States
(888) 357-9001