



In This Issue of "The Globe"

Welcome to the May/June edition of The Globe. As stakeholders in the success of our clients' management system, this issue features an article, blog post, and editorial on management systems. We also highlight photos of US Coast Guard units that recently recognized the training provided by QMII.

Our "QMII in Pictures" section also features other recent training and highlights in May and June.

Our "Meet the Team" section features an update on Julius DeSilva, QMII Director, Global Operations and Strategy, who is also shown conducting virtual training from QMII HQ.

Thank you so much for reading! Did you miss the last issue? Catch up on previous issues of the [The Globe](#).

You Should Appreciate Your Management System

When a system causes the problems and lets down the organization, employees in the organization cannot change it. It is the leaders/ Top Management (TM) who can lead the change. Whenever organizations are pushed to introduce too many inspections, they must pause and review the system. Too many inspections are a clear indication of a system malfunctioning! Assessing the risks and preventing Non conformities (NCs) is integral to a well-functioning system. Whenever personnel



are insulated from the cost of NCs, the system never improves. Answer is to encourage prevention. With the fundamental change in philosophy with ISO 9001:2015, the answer will be to appreciate the risk and involve the employees. QC does not control Quality, it is PC (preventive control) which does. The requirement for a system certification is an external force and must not be the driving force for implementing a system. The management should want it.

QMII brings to you integrity and social responsibility in ensuring your system works. Your organization gets a complete package which includes motivating managers to be leaders. When we assist you in "appreciating your management system" and developing it based on the "as-is" of the system you get a system that works. We should know, for we have in these 26 plus years plus been stakeholders in the success of our clients management system. Working with QMII means having the QMII backing forever and when needed.

Alumni trained by QMII have a lifelong support and backing of what we taught with continual updates on changes.

We look forward to hearing from you, incorporating your inputs and actively advising you to implement a functional efficient system which affects your bottom line and brings "cash in the bank" to the organization.

Please enjoy the newsletter.

Best Regards,

Captain IJ Arora
President and
CEO

Quality Management International, Inc.
IArora@QMII.com

QMII in Pictures



US Coast Guard CDR presents QMII President and CEO with a Plank Owner certificate for the new CG HQ



QMII President and CEO with USCAG Activities Europe personnel in Schinnen, The Netherlands



US Coast Guard CDR presents QMII President and CEO with USCAG Activities Europe unit coin during a closing ceremony in recognition of well-received training



The US Department of Commerce presented a Certificate of Appreciation to QMII CEO and President for outstanding service to the Nation as a member of the 2013 Malcolm National Quality Award Board of Examiners

Small, Medium, Large: Every Company Depends Upon Its Management System for Success

All companies have management systems, whether small, medium or large. And, all companies must manage their processes and systems to ensure they effectively determine, fulfill and deliver upon customer requirements.

How small is "small" and how large is "large"?

The methodology described in this site has been used and improved for nearly twenty years for over one thousand (1000) companies ranging from eight (8) employees to companies with over ten thousand (10,000) employees. And these are only the companies QMII has actively worked with to develop their management systems; since we have made this information freely available across the web since 1996, we expect there are countless other companies that have used this information to manage projects on their own (as we hope!).

Click [here](#) to continue reading.

Differences between a Standard and a Management System

A Management System (MS) is based on a standard and is the tool which the organization uses to systematically achieve its management objectives including meeting customer requirements. MS is in effect a framework of procedures (Core process leading to Key and Support processes). The systematic approach has inherent in it the use of the P-D-C-A cycle to ensure [continual improvement](#) and efficiency often leading to innovation.

Standards enable organizations to use the model provided therein based on expertise, experience and international consensus. An organization does not have to re-invent the wheel!

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



QMII has been consultants to Genentech for their ISO 28000:2007 based Security Management System for the Supply Chain implementation



Recently QMII President and CEO was in Hillsboro, OR to audit Genentech's system



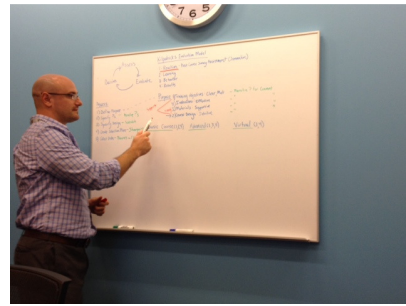
Training the Coast Guard in Trinidad and Tobago. QMII training includes hands on workshops to enable students to practice what they learn in lectures



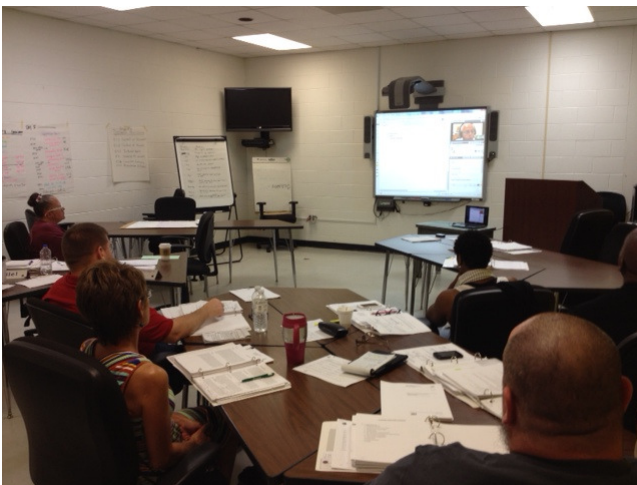
Problem Solving Workshop (PSW) for QRC in Fredricksburg, VA

QMII President and CEO Addresses Students Virtually

QMII President and CEO recently addressed a QMS LA class using sophisticated virtual classroom technology.



William Askew conducts a train-the-trainer session on Kirkpatrick's Four-level Evaluation Model



Rachel Tackett recently provided CGBI Training at the USCG Northeast Regional Fisheries Training Center in Buzzards Bay, MA

From QMII Headquarters in Ashburn, VA, he discussed the changes coming to ISO 9001 as the standard transits from the 2008 version to the 2015 version. His presentation was well-received by the students and echoed points covered by the instructor.

Upcoming QMII Public Classes

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

QMS Auditor Using ISO 9001	
Dates	Location
July 21-23	Houston, TX
July 28-30	Virtual Class
QMS Lead Auditor Using ISO 9001	
July 21-24	Houston, TX
July 28-31	Virtual Class
ISO 22000 Lead Auditor	
July 21-25	Columbus, OH
ISM Code Auditor	
July 28-29	Seattle, WA
EMS Auditor Using ISO 14001	
July 28-30	Bethesda, MD
EMS Lead Auditor Using ISO 14001	
July 28-Aug. 1	Bethesda, MD
VSO/CSO/PFSO	
July 30-Aug. 1	Seattle, WA
ISPS Code Auditor	
July 30-Aug. 1	Seattle, WA



Julius DeSilva teaches a QMS Lead Auditor virtual class from QMII Headquarters in Ashburn, VA

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

Opportunity is Knocking!

If you have experience in developing and improving management systems conforming to one or more of the system standards below, we'd like to speak with you!

- ISO 14001
- BS OHSAS 18001
- ISO 50001
- ISO 22000
- ISO 27001
- ISO 20000
- AS9100/9110/9120

We're not just looking for a consultant/instructor. We're looking for a partner who is passionate about management systems; someone who understands the requirements and the benefits; someone who communicates well with everyone from top management to hourly workers. We're looking for someone who is:

- An Exemplar Global (RABQSA) or IRCA certified lead auditor

Meet the Team



Congratulations to Julius DeSilva, who recently graduated with an MBA from the University of Virginia Darden School of Business on May 18, 2014.

Mr. DeSilva was also promoted from Manager, Global Solutions to

- A member of a professional society, such as ASQ
- An interesting and engaging speaker/instructor
- Not afraid to pick up the phone and speak to potential clients
- Able to close consulting deals
- Keeping up with changes in the international standards, such as ISO 9001 and ISO 14001

Characteristics of the successful candidate:

- Personable
- Knowledgeable
- Organized
- Flexible

What we offer:

- Travel opportunities (including overseas)
- Opportunity to work with extremely talented people (that's us)
- Satisfaction of adding value to the client's management system
- Opportunity to lead

Featured in the QMII Store

The Certified Quality Technician Handbook

This book covers topics listed in the Certified Quality Technician Body of Knowledge. The conversational tone of this reference book makes it easy to read while helping readers master quality assurance subject matter.

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

Director, Global Operations & Strategy in April 2014 to decentralize decision making for faster results and bring innovation to QMII. With the MBA under his belt Julius will be able to better meet QMII alumni and client objectives.

The University of Virginia Darden School of Business is one of the world's leading business schools, offering MBA, Ph.D. and Executive Education programs.

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](#).

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.

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