



## In This Issue of "The Globe"



Welcome to this issue of The Globe.

2014 was one of QMII's best years in terms of innovation and growth. In our year end wrap up below, we share with you significant achievements and progress that have transformed QMII in the past year.

We also feature various blog postings on process-based management systems, quality management, and what your organization needs to know about ISO 14001:2015.

We would like to wish Happy Holidays and Best Wishes for a Happy New Year to our alumni and clients. We appreciate your continued readership and support.

Did you miss last month's issue? Catch up on previous issues of the [The Globe](#).

## QMII in Pictures



QMII conducts regular Top Management (TM) Reviews (MR) to ensure the [continual improvement](#) of its processes, thereby ensuring our [alumni](#) and clients receive the best in industry [training](#), [consulting](#) and [auditing](#).



Photos show the last MR of 2014 as the QMII Team prepares to continue and create satisfied clients in its 29<sup>th</sup> year of service. Team members from locations in OH, DC and PA joined in the MR remotely.

# Looking Back on 2014 and Looking Ahead to the New Year

Dear Globe Readers,

It has been an exciting and progressive year. I am pleased to share with you significant achievements and innovations that have transformed QMII in the past year.

- Launched QMII University website - Designed on a new platform, it improved the user interface experience with a focus on content discoverability, ease of registration, and performance improvement.
- Overhauled the QMII website.
- Expanded training - We received approval of our Vessel/Facility Personnel with Specific Security Duties (V/FPSSD) course and ISO 27001 materials by Exemplar Global.
- Completed 28 successful years in meeting client and alumni objectives and celebrating their success.
- Won renewal of the Coast Guard Business Intelligence (CGBI) contract.
- Won an international maritime contract to implement a management system for a government ministry.
- Won contract with NOAA (ASB) for QMS Implementation.

In 2015, we hope to implement new initiatives and innovations and look forward to sharing them with you in various issues of The Globe throughout the coming year.

At a personal level, I would like to thank each and everyone of you for your support and condolence messages following my wife Sue Sureshta's death on 26 October 2014. It has been a very tragic and challenging year for me and I am grateful to God for giving me such support.

Please enjoy the newsletter.

Best Regards,

Captain IJ Arora  
President and CEO  
Quality Management International, Inc.  
[IArora@QMII.com](mailto:IArora@QMII.com)

## Productive Work Creating Prosperity for All

Can we live within our means without robbing future generations of their livelihoods? Yes, by productive work within process-based organizational



Students engage in discussion during recently conducted training in Houston. QMII [maritime courses](#) are respected and recognized by the maritime industry for the value that the experienced instructors bring to the classroom. The workshops in the course are specifically written to enhance the student learning through classroom practice of real world scenarios. Capt. IJ Arora conducted this training.



Students engaged in a group activity during ISM Course.



The QMII Team enjoyed a delicious Thanksgiving lunch. Shown from left to right: Stella Favaretto, Julius DeSilva, Rose Kleriotis, IJ Arora, and Anjalika Singh.

management systems that eliminate causes of waste, assure quality and assure social responsibility for sustainability.

Process-based organizational management systems, driven by lean sensibilities, enable the people who work within them to add value faster and prevent loss sooner. Productive work adds value to metals, plastics, soils, food, people, data, information etc... That is to say confident customers will happily pay a lot more for the output than the cost of all the inputs. Supported by a management system, work may increase the value of inputs tenfold or more. Some of the increase in value pays for sustainable design, production and delivery.

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

## ISO 14001:2015: What Your Organization Needs to Know

With time, environmental initiatives have gained more relevance and importance in society. As society becomes even more aware of environmental hazards, organizations large and small will need to account for their contribution to these hazards. Socially responsible organizations have taken the lead in implementing environmental initiatives. But why re-invent the wheel when there is already an internationally accepted standard for implementing an environmental management system.

ISO 14001 provides the requirements for an organization to comply with in order to establish an Environmental Management System (EMS). As with the changes coming to ISO 9001, so have changes been proposed to ISO 14001 (At present, ISO 14001 is at the Draft International Stage (DIS), the fourth stage of a six stage process). Every eight to ten years ISO reviews the standards published by them to ensure that they are still current and relevant for the market place. For those with existing EMSs it is essential that we upgrade to the revised ISO 14001:2015.

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

## A Bad System Will Defeat a Good Person Every Time

How can the organizational management system help its users to manage quality while reducing costs to provide long term employment by creating more successful customers?

Realizing quality goods and services is the result of quality processes. Quality is not the result of inspecting the products of badly designed processes.



Anjalika Singh who leads the HR at QMII was in North Conway in NH over the Christmas break. She spent her time outdoors learning snowshoeing.

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

## Special Announcement



The QMII team wishes its VP Julius DeSilva and his wife on the birth of their baby girl Ariella.

Quality is meeting all customer requirements. Customer requirements include timeliness, affordability and sustainability. Customers need to feel good about what they buy. And a customer is anyone receiving the results of the organization's work. Quality means more customers are more successful.

Beyond the obvious, customers have many requirements that are hidden. Designers have to elicit and anticipate customer requirements. Designers of products (goods and services) convert customer needs into product requirements as specifications. Designers of production processes enable work to add value faster and prevent loss while fulfilling the requirements for the product. Investors or donors are attracted to organizations that do this well. They invest in the organization's ability to anticipate and meet customer requirements without undue waste.

Knowing this is not enough. As Dr Deming famously said "A bad system will defeat a good person every time." Management system professionals help everyone to understand their organization as a system. They help organizations develop the attitudes and processes necessary to assure the quality of their performance by preventing nonconformity.

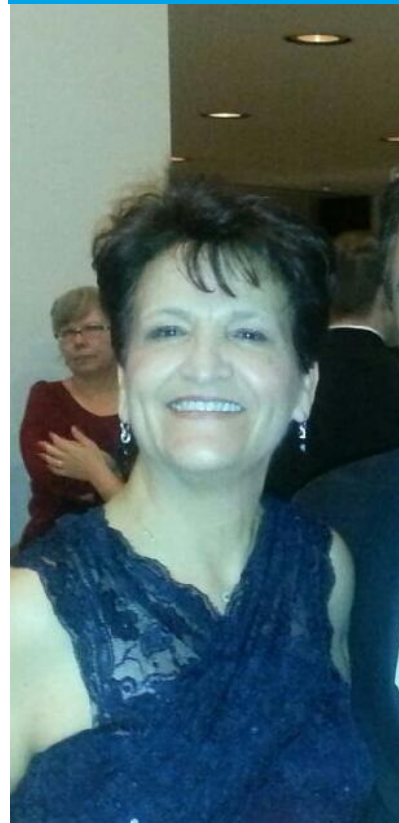


## **QMII Will Provide Virtual Training to Coast Guard Marine Science Technicians in February 2015**

To meet the information needs of specific Coast Guard communities, QMII will continue to provide community-specific virtual training of the Coast Guard Business Intelligence System throughout the coming year.

The planned training in February will focus on the information needs of the Marine Science Technician community. QMII will offer both morning and afternoon virtual sessions to accommodate various Coast Guard units in different time zones.

### **Meet the Team**



Rose Kleriotis comes to QMII with over 15 years of sales and educational consulting experience for IT Education Training. Her knowledge of and fluency in several languages, including Italian, Portuguese, French, Greek and Spanish, enables QMII to better appreciate and meet client objectives and expectations from a wide variety of backgrounds.

Rose has received many awards and been highly recognized (both locally and internationally) throughout her career. As a representative VP for Interbank, Rose traveled all over Europe, Canada and South America working with investors. In 2000, she represented Infocomm as the International Education and Membership Manager for North, Central, South America and Canada for engineers in Audio Visual and Communications. Rose has

## Upcoming QMII Public Classes



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

Designated Person	
Dates	Location
February 5-6	Virtual Class
April 27-28	Virtual Class
ISM Auditor	
January 26-27	Seattle, WA
ISPS Auditor	
January 28-30	Seattle, WA
VSO/CSO/PFSO	
January 28-30	Seattle, WA
ISO 27001 Lead Auditor	
January 26-30	San Francisco, CA
ISO 9001 Lead Auditor	
January 26-29	Philadelphia, PA
February 9-12	Houston, TX
ISO 14001 Lead Auditor	
January 26-30	Virtual Class
February 2-6	Atlanta, GA
ISO 14001, RC14001, RCMS Responsible Care® Lead Auditor	
March 16-20	Dallas, TX
BS OHSAS 18001 Lead Auditor	
Date coming soon!	Virtual Class
ISO 13485 Lead Auditor	
April 27 - May 1	Virtual Class
ISO 28000 Lead Auditor	
February 23-27	Washington, DC
ISO/FSSC 22000 Lead Auditor	
February 2-6	Columbus, OH

worked alongside Presidents and CEOs of corporations and universities worldwide. She is also the President and owner of a Multilingual Consulting Services Company.

Rose has lived in Alexandria, VA for more than 25 years. She has two daughters and one son. She enjoys spending time with her two beautiful grandchildren.

### Alumni Corner

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

### Join the Conversation

We are active in the leading social networking communities!

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 The Globe Editor Rachel Tackett: [rtackett@qmii.com](mailto:rtackett@qmii.com).

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