



The Globe

from Quality Management International, Inc.

September - October 2016

In This Issue of "The Globe"

Welcome to this Issue of "The Globe."

Thank you for reading the QMII newsletter on regular basis.

A big thank you on behalf of the QMII Team to our alumni, clients and friends of QMII for the good wishes on QMII's 30th Anniversary on 26th August, 2016. We couldn't have achieved so much without your active participation.

It was a very pleasant surprise to the TM (Top Management) of QMII was invited to sail on board the USCG Eagle. In this issue we also present three of our interns who are doing well and they have shared their gratitude to QMII for investing in their future. We wish them all the best for all their future endeavors.

With the colors of the Fall setting in and Thanksgiving Day around the corner, on my personal behalf and on behalf of the QMII Team I convey to you and your families the Season's Greetings.

I hope you enjoy this Newsletter.

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

Measuring Up to Your Objectives

By Julius DeSilva

ISO 9001 only lays down the framework but the actual 'hard work' must be done by the users of the system starting with Top Management (TM). Once TM has the policy clear it must filter down to process owners and heads of departments as measurable objectives and then further down to the person on the lowest rung as goals and targets. The Policy must drive the measurable objectives which drive the rest of the organization to perform towards meeting and, if possible, exceeding these objectives.

As you review measurable objectives for your organization (read clause 6.2.1 of ISO 9001:2015) this coming year (or any other periodic interval

SBA
8(a) Certified



ISO/TS 16949:2009 Being updated to IATF 16949:2016

By Peter Burke

The International Automotive Task Force (IATF) published the new IATF 16949:2016 standard in October 2016. IATF continues to conform to the standards issued by the International Organization for Standardization (ISO) but they are releasing the 2016 version as a separate supplement to ISO 9001:2015. Organizations that currently conform to the ISO/TS 16949:2009 standard may continue to use it until September of 2018. Both the new and old version of the standard will continue to be based on ISO 9001:2015 and IATF will continue to collaborate with ISO. Organizations will also have until September of 2018 to update their ISO 9001 certification. QMII offers training and audit support services for several industries including automotive.

that you choose as an organization) consider if your objectives are actually driving the system to improve. In auditing, at times, we find that objectives have been set such that upon monitoring and measuring the objectives are being met year after year with no challenge. Let us for example look at a process that has a measurable objective of <5% defect per 1000 parts. However, the defect rate has historically been below 3% per 1000 parts for three years running. Are these objectives, in essence, then driving improvement or are they just 'meeting the requirement' for audits?

Does this lack of a proper review of the objectives signify a lack of Top Management commitment to the improvement of the system when read in terms of [Clause 4.4.1 of ISO 9001:2015](#)? Also, are the requirements of clause 6.2.1 d for enhancement of customer satisfaction being considered? For an auditor, this would depend on a number of factors that are taken into consideration. But as an organization should we wait for an auditor to recognize this as a risk and raise this as a non-conformity before the organization takes action?

So, ask yourself "are the measurable objectives driving continual improvement"? If the goal is too easy to achieve then perhaps it's time for a review of not only the measurable objectives but perhaps of the policy itself.

Note: QMII works with its clients in assisting them to create an effective policy after considering risks and considering the context of the organization. This policy then flows into and defines measurable objectives that drive continual improvement as well as the databases/metrics to monitor and measure their achievement.

Sailing on the USCGC Eagle



CEO & President and the Vice President, on board "Aye! Aye! Sir" says the Director, Anjalika.



Captain IJ Arora with Captain Lonnie P. Harrison Jr. (Sector Commander for Maryland & NCR).



Time spent sailing on the prestigious USCGC Eagle was a memorable one for the QMII Top Management.





With Lt. Governor of Maryland

ISO 45001 – Integrating OH&S simplified

By Julius DeSilva

Per ISO “It is estimated by the International Labor Organization (ILO) that there are over 2.3 million deaths every year as a result of work activities, of which close to 2 million are due to ill-health, with the remainder being due to fatal accidents.” ISO 45001 provides the framework for managing the prevention of the above stated.

Does ISO 45001 replace OHSAS 18001?

Yes. ISO 45001 is expected to replace OHSAS 18001. However, like with all other standards there will be a transition period allowed for organizations and auditors to transition over.

Why the need for ISO 45001?

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). It is an internationally recognized symbol of standardization. ISO 45001 adopts the high-level structure to improve alignment among its International Standards for management systems. ISO 9001, ISO 14001, ISO 27001, ISO 13485 and AS 9100 have been revised and published in 2015/2016; with the High-Level Structure used for each of this standards. This makes it easier to integrate management systems. QMII implements, audits and train auditors in all the above-mentioned standards, among others.

Who needs ISO 45001?

Any organization seeking to improve OH&S, using a system approach by addressing risks systematically and using the Plan, Do, Check, Act cycle to improve its OH&S performance and drive continual improvement.

Salient changes: -

- Adopts the High Level Structure of ISO
- Top management to take accountability and actively support to ensure the effectiveness of the system
- New definitions
- Non- Managerial worker participation
- Pro-Active Hazard/Risk identification
- Control of Outsourced processes.
- Procurement and meeting of OH&S requirements by contractors
- Preventive Action has been replaced by Risk Appreciation

When is it due to be published?

[ISO 9001:2015 Lead Auditor Training](#) conducted at USCG Sector Guam. QMII instructor Peter Burke seen here with the class.



[ISO 28000](#) Lead Auditor Training was conducted at QMII corporate headquarters in Ashburn, VA. The students participating in the training were from the CAAA (Crane Army Ammunition Activity).



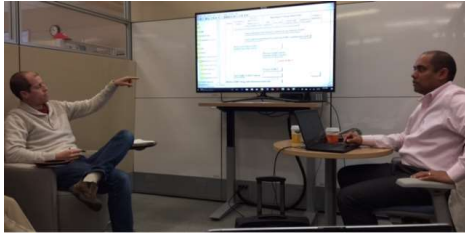
[ISO 9001:2015 Lead Auditor & Transition Training](#) at QMII's facility in Ashburn, VA



QMII reviews and updates its

Per present information the standard is due to be published in December 2017. We will keep you updated as the standard progress through each phase.

** Please note that standard does not address issues such as product safety, property damage or environmental impacts, beyond the risks they provide to workers.

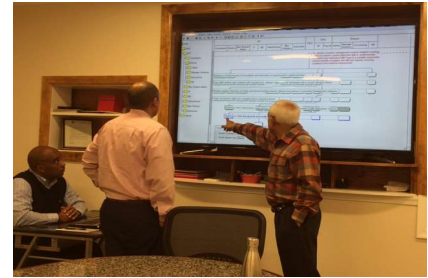


Alaska Diary: Developing a PBMS for NOAA Alaska AWU

CEO and VP in Anchorage, Alaska to develop the [Process Based Management System](#) for NWS Aviation Services Branch NOAA.



Core-Process.



Auditing Nippon Paper Industries USA in Seattle for conformity to [ISO 14001:2015](#).



[ISO 9001:2015 Lead Auditor Training](#) for USCG Sector MSU in Texas.(below)



The Interns

(L-R clockwise- Aarushi Dhingra, Anirudh Bhatnagar & Alec Perini)



I was taken by surprise when I received emails from our three beloved interns sharing their experiences of working at QMII and thanking QMII for the opportunity and wishing us well.

My blessings go out to these interns who have put in their hard work while they were working for us. I wish you all the success and best in life. May God Bless You!

Sharing emails in this newsletter from the respective interns.(see below)

Aarushi Dhingra

"I joined QMII, as the Global Operations Coordinator soon after completing my under graduation in Economics from University of Maryland in 2015 and it has been a great learning experience. Looking back, I found myself privileged to have got this opportunity to work with one of the best firms in the industry. Consequently, I had a more hands-on involvement with high profile clients and was exposed to a varied range of training and consulting projects. Personally, I learnt to take additional responsibilities, time management and be accountable for decision-making.

I returned to my home country to prepare for GRE in order to pursue graduation in the environmental and sustainability space. I am going to start an internship with Center for Science and Environment (CSE) in



New Delhi soon. I am looking forward to working with this organization as they have a few noteworthy projects in the pipeline and are active in bringing out the concerns of the public to the knowledge of the state and central government.

QMII has made me interested to explore this field and given me the confidence to pursue something that I am passionate about today. The best part of my working experience was the people who put life into QMII. Every member of the team has left an impact on me in a wonderful way. I learnt a great deal and became a better person. I experienced that every team member works diligently and creates an environment at QMII conducive to personal and professional growth. QMII instills a strong sense of belonging and that is the reason why we see infrequent turnovers. I cannot thank Captain IJ Arora enough for giving me this lifetime of an opportunity to work, learn and grow in this past year at QMII. I would like to wish the entire team at QMII a very happy 30th Anniversary!"

Anirudh Bhatnagar

"I interned at QMII during my junior year's summer of high school. I'm a 3rd year physics undergraduate student. My internship with QMII really helped me in organizing my day. My experience at QMII was really nice, since all the people I worked with were great and gave me a live experience of what it would be like working in an office. All the people were so kind and taught me a lot of things like auditing etc. Thank you QMII for everything."

Alec Perini

"Dear IJ,

Reflecting on my work and time with QMII, I realize now that my job was one for the books.

Although it may have been a burden at some points and I may have had a hard time carrying such a load, I realize that my path with QMII has shaped me to become a better and harder thinker.

Now in my fourth week of school, I see that the opportunity you gave me was not one I could have refused. I was in a tougher spot when I met you, and you gave me a helping hand.

Thanks to your push I feel I have guidance, and a better path now. My gratefulness for your kindness will never go unremembered. Wishing Well"

Best Regards,

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

Reviews



For the last Newsletter "Special Issue" for QMII's 30th Anniversary, I want to sincerely thank you all for your support and good wishes. Sharing some of the feedback that we have received for the last "Special Issue":-

"Just wanted to drop a note and say how inspired I am by you and the continued success of your company! Just goes to show that when you do something very well, other will recognize that excellence. I hope to have a chance to work with you again someday. Best wishes" - Shannon Smith

"At 30, your organization is still young with vim and vigor. Wish it hits a Century" - D E Dhansingh

"Very nice newsletter! Wishing your team more success with each passing day." – Aparna DeSilva

"Congratulations on your 30th year anniversary!!" - Teresa Rowley (Benefit Providers, LLC)

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



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



We Hope You Enjoyed Reading Our Newsletter!

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 Anjalika Singh: asingh@qmii.com.



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