



The Globe

from Quality Management International, Inc.

SPRING 2017

In This Issue of "The Globe"

Dear stakeholders - in efficient quality systems implementation. My summer greetings to you. This is indeed an exciting summer for quality professionals and for users of various standards; as we rush to meet deadlines, to transition systems to the revised ISO 9001:2015 standard or any of the other standards aligned to the HLS- High Level structure. September 2018 is the cutoff date for implementation, but CB-Certifying Bodies will be pressurized for this work and as such are encouraging organizations to consider September 2017 as the cutoff date for planning purposes.

As an expert, in the system approach for some 30 plus years, QMII is standby to assist you in meeting your objectives and expectations from your management system. In the end, it is the product quality, be it from manufacturing or services that your organization provides, which will determine the organizations success.

Summer is the time to do all the work. So yes, it is an exciting time. Have a wonderful summer!

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

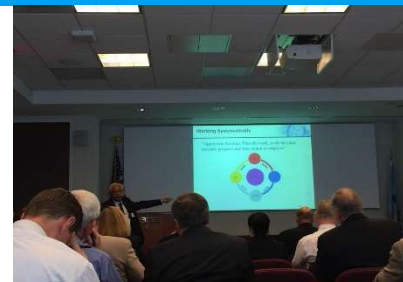
Publication of ISO 45000 - Update!

- Capt. IJ Arora

The publication of revised ISO 18001 as ISO 45000 is behind schedule. The standard was supposed to be available last year. As of date from information available to QMII the DIS is just in the registered phase, this means it further needs 12 weeks of translation and voting and after that it could get published or it could go into the FDIS phase, or if the committee still can't agree, it would go back to the DIS for further development. Nevertheless the principled changes adjusted to the HLS (High level Structure) of clauses is ready. QMII as always is looking ahead to assist our clients to be prepared and ready for implementation of the revised standard.



QMII in Pictures



Development and Implementation of Systems Planning and Analysis, Inc (SPA) management system.

(Above) explaining the process of Plan-Do-Check-Act.



It is definite and well known to organizations that having an internationally recognized Occupational Health and Safety (OH&S) Management System enhances organizational performance, enables meeting OH & S challenges and thus improve stakeholder satisfaction. QMII adds value by assisting our clients Identify these benefits as the key requirements, enabling them to manage and drive continual improvement. We have already begun assisting our clients upgrade to 9001:2015, 14001:2015 and AS 9100 Rev D. by aligning the existing system to the High-Level Structure and the new requirements.

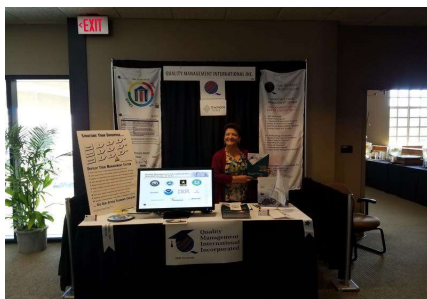
Please contact QMII for further information.

Common Misconceptions about ISO Standards and Management Systems

- **There is no such thing as an “ISO System”** - the International Organization for Standardization (ISO) publishes standards and guidance documents that are used to help organizations create robust and effective management systems.
- **Management Systems** are the collection of procedures and processes that an organization uses to operate – to **turn customer needs into cash in the bank** in the case of for-profit companies.
- Management systems can be documented or partially documented, or completely undocumented.
- **Management systems can conform to ISO requirements**, so you can have an ISO 9001-conforming management system, but *not an ISO system*.
- A management or business **system manual outlines an organization’s business system**.
- The **business system manual** might reference ISO requirements, but it **is based on the core and key processes** of the organization and should be designed specifically for the organization.
- Creating a business system manual is *not a matter of copying the requirements* and calling it a quality manual or EMS manual or Business System Manual.

QMII Attends 28th Environmental Virginia Symposium at VMI

- Peter Burke



QMII attended the 28th Environmental Virginia Symposium, held each year at Virginia Military Institute (VMI) in Lexington, Virginia. The VMI Center for Leadership and Ethics hosts the

We also conducted an [ISO 9001:2015 Lead Auditor Training](#) for the employees of SPA.



[Maritime Safety \(ISM\)](#) and [security \(ISPS/VSO-CSO-PFSO\)](#) for the maritime attendees in Port of Spain, Trinidad & Tobago.



A visit to the maintenance shop during a [ISO 9001:2015 Lead Auditor](#) training for NJ Transit.



Testimonial from NJ Transit who attended the Training-

oldest environmental conference in the State of Virginia, for companies and organizations that promote environmental best practices for products and services produced in Virginia. The conference is very well attended by environmental professionals in commercial firms, government agencies and non-profit organizations.

Several of the organizations attending the conference are certified to ISO 14001 – the environmental management system standard. QMII attended the conference this year to meet fellow environmentalist, and to promote training for organizations that need internal auditors in environmental and quality management systems. The ISO standards for both ISO 14001 – Environmental Management Systems and ISO 9001 – Quality Management Systems, were updated in 2015. Organizations have until September of 2018 to update their certifications. Auditors too, need to have their certificates updated to conduct audits. ISO has updated both standards to a new high level structure that has the same number of clauses for each standard. This makes it much easier for organizations to integrate multiple ISO management systems into their management and business systems.

QMII was pleased with the turnout at the conference and we look forward to following up with many of the companies, government agencies, universities and NGO's that we met at the conference.

The Cost of Certification - A Deterrent to System Implementation?

- Capt. IJ Arora

Certifications often drive the implementation of a system approach, based on ISO standards. The primary implementation demand is for ISO 9001. Certifications do have initial costs and then recurring costs for surveillance and re-certification visits. This is a responsive approach to business requirements, invariably driven by a forthcoming contract that mandates the system approach. Prudent businesses appreciate the risk of not having a process-based system.

When budgets are tight, supply chains are challenging, and retaining employees is difficult, it is all the more essential that organizations invest in a good management system. As W. Edwards Deming said, "A bad system will let down a good person every time."

An efficient management system should be an essential asset of any good organization. Certification should not be the primary driver of this requirement. The optimum return on investment is by effective process performance based on objective information analysis, which in turn is based on data from within the organization or an appreciation of inputs publicly available. Organizations' leaders should look beyond certifications to implementing and maintaining systems that drive continual improvement. Continual improvement drives organizations to find cheaper and quicker solutions while improving the quality of their products and services. After all, is that not what customers expect? The best quality for the cheapest price point? To read more, [click here for the blog](#)

1. "Capt. IJ thank you for your excellent instruction and insight regarding the Auditor training for ISO 9001. I am looking to opportunities to apply the skills that you taught us. Thank you again for your time and dedication."

2. "QMII did a remarkable job in training us. I will certainly incorporate this in our QMS plan."



QMII conducted its 10th successful mixed-mode training consisting of candidates present both on-site and via our virtual interactive learning platform.

Testimonial - *"Thank you very much for the excellent ISM Training. I am impressed with your vast knowledge and teaching style. You answered all of our questions and kept us on our toes all the time. Your staff was excellent and welcoming. I look forward to the next course at QMII. All the best!"* - Eddy Poindexter (HSE Advisor/Operations Assurance at Fairfield Seismic Technologies, TX)



Another successful [AS 9100 D](#) Lead Auditor training. We were honored to serve those who serve our nation. The course was taught at Ft. Rucker Aviation Center Logistics Command in Alabama.

Designing Your Safety Management System for Compliance AND Prevention

- Karen Randmer

Legislation is generally born of disaster and destruction. Unfortunately, losses have already occurred, and rules generally result to prevent them from happening again. But does compliance to regulation alone ensure the best Safety Management System?

The 1912 sinking of the RMS Titanic, leaving 1,517 people dead, led directly to the 1914 adopting of the International Convention for the Safety Of Life At Sea (SOLAS), the first primary international safety book from which most other policies and regulations sprang, including the ISM Code. Then, in 1934, the sinking of the Morro Castle, killing 126 people, led to the adoption of significant upgrades to SOLAS in 1948. It also served as an impetus for the U.S. Merchant Marine Act of 1936, federal officer training mandates and the establishment of the federal maritime academy at Kings Point, NY.

Would a Safety Management System and the ISM Code have helped avoid the tragedy of the sinking of the Titanic? It would take until the 1987 Sinking of the Herald of Free Enterprise for the IMO to publish the 'Guidelines on Management for the Safe Operation of Ships' (IMO Resolution A.596 and in 1989 IMO Resolution A.647), now evolved into the ISM Code. There is a long list of maritime disasters and high number of casualties, with specific incidents over the last 75 years standing out in terms of significance in helping to force and forge international agreement on safety, liability and environmental controls.

To read more, [click here for the blog](#).

Two Submariners Under One Roof



Bikram Cheema, joined QMII as an Associate Director Government Solutions. Bikram (Bill) will lead the development of new business in the federal space. Bikram has previous served under Capt. Arora's command in the Indian Navy. The two ex-submariners are seen here enjoying a lighter moment in the CEO's office.

Best Regards,
Captain IJ Arora
President and CEO
Quality Management International, Inc.
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We Hope You Enjoy Reading QMII Newsletter!



Testimonial from one of the students who took this Training - *"Thank you very much for your knowledge and professionalism. Very informative yet enjoyable class teaching in a very understandable format."*

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](#).

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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.