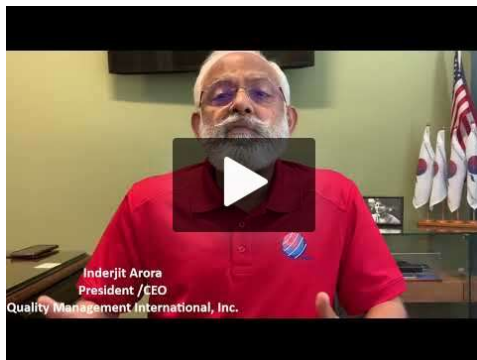




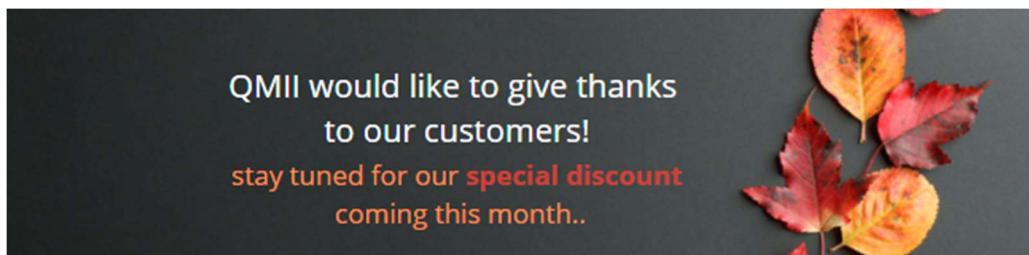
October was Cyber Security Awareness Month!

Cybersecurity starts with YOU and is everyone's responsibility, just like Quality. We hope each of you did your part in being #CyberSmart. With an estimated 5.2 billion internet users worldwide, we are more connected than ever, which gives more opportunity than ever before for cyber-attacks.



Future of Auditing

President and CEO Inderjit Arora addresses: Redefining Auditor Competence and discusses: Is your Audit Team Ready? in this short video clip.



QMII Conducts First Onsite Training Since the Pandemic

Post Covid, as the nation slowly returns to a new normal, QMII too has resumed providing on-site consulting, auditing, and training services to its clients upon request. In these 35 plus years our focus has been our clients QMII continues to innovate to provide the best experience for each of our clients. It is this focus that led to the initiation of virtual training options in 2013 and virtual audits in 2015. Through the Covid phase we have provided best in industry virtual training, auditing, and consulting services to our clients. QMII training materials and course offerings are reviewed and updated to enable our alumni to achieve operational excellence for their organizations.

We hope you enjoy this edition of the Globe. I welcome your feedback on how we can make this platform more engaging and valuable for each of you.



Quality Management International, Inc. President and CEO, Inderjit Arora conducts on-site AS9110 Lead Auditor training for USAF personnel at Nellis AFB in Las Vegas, Nevada.

Quality Without Question

By: Julius DeSilva

As I was driving home from work, I noticed the following on the back of a vehicle, "Quality without question". This got me thinking about the message that was being conveyed. Did the organization mean to convey that their quality was great and should not be questioned? That a customer should take their word just because they say so. For many of us that is exactly what we do when we purchase goods off a grocery shelf. We trust the certified organic and non-GMO ratings that we observe on the packaging. But should one question these and how should an organization decide when to?

To check or not to check

ISO 9001 is an internally accepted standard that sets out the requirements for companies looking to implement a quality management system. While ISO 9001 allows an organization to self-declare many organizations choose to go ahead and pursue certification. This is because it demonstrates to the customer an external independent validation by a subject matter expert of the organization's ability to manage risks and enhance customer satisfaction.

In many cases though, these companies are often audited by customers especially in highly critical industries where the margin for error is very small. ISO 9001 does not require companies to audit their suppliers but asks organizations to determine the type and extent of control they intend to apply. In determining the type and extent of control, consideration should be given to the perceived effectiveness of controls by the supplier. Essentially can the system controls be trusted to effectively manage risks and deliver? This becomes the basis for the need to check or not.

[Continue Reading](#)



For more information on upcoming confirmed classes and registration click here:

<https://www.qmii.com/registration/>

How did September 11th Affect Security?

By: Destinee Nelson

Two decades ago, the United States was involved in a horrendous tragedy on September 11th, 2001. On September 11th (9/11) four planes flying over the eastern US were seized simultaneously by small teams of hijackers. They were used as giant missiles to crash into well-known landmark buildings in New York and Washington, DC. This attack changed America forever.

The next terror attack will not be perhaps via airplanes, but cyber-attacks. The Department of Homeland Security has geared its focus towards cyber threats and domestic terrorism. A recent Presidential Executive Order has asked all agencies to focus on securing the cyber networks of our nation. Although the United States is more secure than twenty years ago, it is important that we keep track of our cybersecurity. Majority of security risks today is viewed as targeting the networks and hardware that planes and airlines rely on.

[Continue reading...](#)

Mistake Proofing Workshop

This Mistake Proofing Workshop introduces participants to learn the clauses and classifications of mistakes. This course is an ideal follow-up to our Failure Modes and Effects Analysis (FMEA) course. This training is recommended for teams or individual members of an organization wanting to understand how to use mistake proofing to prevent nonconformities. [Learn more...](#)

ISO 27001

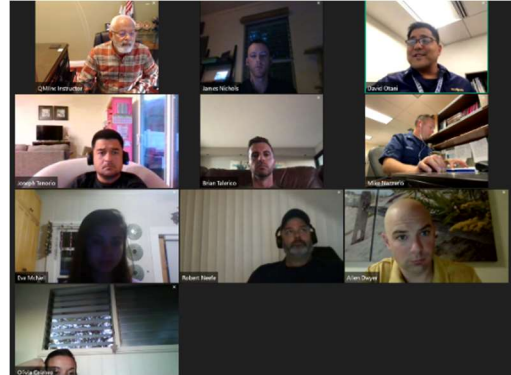
Information Security is important to any business. It helps protect the organizations' data, which is secured in the system from malicious purpose. The goal of information security management is to ensure organizations have a balanced protection of confidentiality, integrity, and availability of data.

[Learn more...](#)

QMII In Pictures



The QMII team meets with the USCG FORCECOM MMS Leadership in Norfolk, Virginia in October. This year is QMII's 14th year of association with the USCG and the Mission Management System.



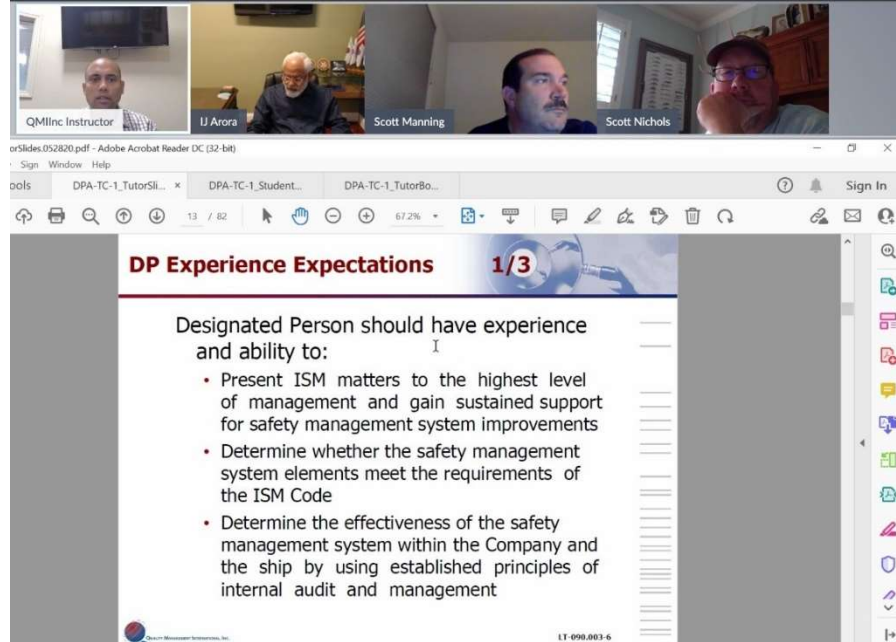
QMII President and CEO, Inderjit Arora teaches an online ISO 9001:2015 Lead Auditor Course for USCG Sector Honolulu, Hawaii.



QMII Vice President, Anjalika Singh votes for the first time since her US Citizenship.



QMII Global Solutions Specialist, Destinee Nelson gives the team a book review on The Carrot Principle.



QMII Vice President, Julius DeSilva teaches a VSO/CSO/PFSO course virtually to students in Haiti and a DP course online.



Coming next month!

FREE WEBINAR:

TOPIC- Three Steps to Reducing Human Error in Your System

As believers in the process-based system approach to management systems, QMII encourages organizations during their root cause analysis to not ask who but how and why the system failed the individual. Human errors primarily occur because the system has failed. Sure, there is a human element to the process, and it is only when the system is assessed that the organization will look beyond merely training the individual yet again or firing them. This has an added benefit or truly imbibing a no blame culture because blaming an individual is not going to change the results.

The individual in question may be replaced but unless you assess the system for



Know your instructor

Nishat Ahmed Associate Consultant | Instructor

Nishat is an associate consultant and instructor at QMII. Nishat is experienced with integrated management systems related to Quality Management, Asset Management, Information Assurance, Business Continuity, and Environmental, Health, and Safety Management. Specifically, he has experience in developing systems conforming to ISO 9000, CMMI, ITIL, ISO 20000, ISO 55000, ISO14000, ISO 45000, ISO 27000, ISO 28000, and ISO 22300 management system standards. He has also set up Balanced Scorecards, led Agile and Lean Six Sigma

adequacy, which deemed the person competent, the change of personnel may not lead to improvements. In a few cases indeed the replacement of the individual may be needed but if many cases of “operator error” are identified it should lead to deeper introspection.

Where the potential for human error is identified as a risk, the organization can also choose to mistake- error proof to reduce the possibility of the individual making errors. In conclusion, when human error occurs, organizations should try to address both aspects, of identifying the system failure and addressing it and/or mistake proofing the system.

initiatives, and has experience implementing AIAG core tools of APQP, DFMEA, PFMEA, MSA and SPC. Nishat has a Bachelors in Mechanical Engineering, Masters in Reliability Engineering, Masters in Systems Engineering, Masters in Business Administration, and Masters in Industrial Engineering. He is also a licensed Industrial Engineer in the state of Virginia, a Certified Master Auditor for ISO 9001, and a Certified Lead Auditor for ISO 27001. He has also served as a committee member for the Supply Chain Professional certification exam offered by APICS.

Nishat currently resides in Ashburn, VA with his family.

Please note - A broadcast email will be sent with the registration details for this webinar. If you would like to sign up for it, please send in your name, e-mail and phone number to info@qmii.com.



What Our Clients Have to Say...

Hear from QMII Student, Cyril Zack Pierre Sr., how QMII training helped him become a better auditor.



Comment

Do you have an article that you would like to submit for consideration of publication in **The Globe**? Please email **The Globe** Editor Destinee Nelson dnelson@qmii.com

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