



# The Globe

from Quality Management International, Inc.

MARCH/APRIL 2015

## In This Issue of "The Globe"

Welcome to this issue of "The Globe."

Spring is here! And with a new season come amazing new beginnings, directions, and ideas. This season marks the start of a new chapter for QMII as we begin operations at our new headquarters (HQ) location.

In this issue, we are proud to share details of our HQ relocation to Pipeline Plaza in Ashburn, VA. We highlight photos from our recent office inauguration, which was held on April 17, and office blessing ceremony held earlier with Pastor Cornelius.

In our "Meet the Team" section, read more about Aarushi Dhingra, who joined the QMII Team as an apprentice. Through interactions with the team, she will receive mentorship and support and gain valuable professional experience.

Our "QMII in Pictures" section also features our work with the US Coast Guard, problem solving workshops, and team collaboration meetings that regularly occur on the weekends.

With a continued focus on ISO 9001:2015 and the risk element, we also feature a series of articles written by QMII President and CEO IJ Arora.

Thank you for reading! Catch up on previous issues of the [The Globe](#).

### QMII in Pictures



Pastor Cornelius visited the office to bless the start of a new chapter for Quality Management International, Inc. QMII President and CEO IJ Arora, Stella Favaretto, and Rose Kleriotis were present to represent the company, and the entire team was included in the prayers and blessing for a successful future.

## QMII Celebrates Office Inauguration



Our office inauguration kicked off with a team meeting remotely led by QMII President and CEO IJ Arora, who unexpectedly had a flight delay in Oklahoma. IJ emphasized that the office inauguration was the culmination of a lot of hard work and perseverance. He thanked the entire team and highlighted contributions of several individuals who helped the company reach this point.

## QMII Moves HQ to Ashburn

*Article originally published in Leesburg Today on March 17, 2015*

Quality Management International, Inc., a management systems consulting, auditing and training company, is moving to Loudoun County with plans to begin operations at Pipeline Plaza in Ashburn by the end of the month.

The company chose Loudoun County as its headquarters to better serve governmental clients such as the US Coast Guard, Federal Highways and NOAA, as well as to meet the growing demands of the region's businesses.

"Over 28 years of assisting corporations of varied sizes and diverse industries, we have come to understand the pains of ineffective management systems and the vital impact it has on financial and material resources, the company's reputation and stakeholders' objectives. Our ultimate goal is to enable our clients to become more efficient by continually improving their management system and, in the long run, allowing innovation to be nurtured leading to a better economy and stronger nation," QMII President and CEO Capt. IJ Arora said.



QMII President and CEO IJ Arora cuts the ceremonial ribbon across the main entrance of the new office and declares it open for business.



QMII Vice President Julius DeSilva opens a bottle of champagne to celebrate after the ribbon cutting ceremony.

The new office includes a classroom for ten students. "Now we have our own training space so we can locally add tremendous value to large, medium and small businesses seeking to jump-start improvements on their systems and obtain conformity or certification to ISO Standards such as 9001, 14001 and 28000 among a host of others.

Companies looking to invest in advancing their teams will also benefit from our team building, leadership and lead auditor courses to achieve continual growth," Arora said.

QMII's new office will be at 44081 Pipeline Plaza unit 110, Ashburn, VA 20147. For more information about QMII services, go to [www.qmii.com](http://www.qmii.com).

## ISO 9001:2015 and the Risk Element - Part I

By IJ Arora

The importance of incorporating risk in the changed business environment.

Part 1 of a set of articles by IJ on Risk and [ISO 9001:2015](#)

It is indeed a flat world we live in with better connectivity in communication and transportation making it easier to do business across the globe. There is an undeniable interdependence, not only for raw materials but also for ideas and businesses would probably not be as profitable, for this fact.

With all these changes in the global economy, the international standards cannot stagnate; they have to keep up with the changing environment and so the changes to ISO 9001, [14001](#) and others.

Many raise the question, 'Is risk based thinking replacing the process approach in the [ISO 9001:2015](#) revision?'

Certain experienced practitioners of the 2008 version are of this opinion. In fact, to an extent where the concept of Preventive Action, which has stood the test of time, might this be a case of the baby being thrown out with the bathwater! I ask my readers to firstly question why even introduce risk when we already have preventive action?

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



QMII team engages in strategic and operational planning with energy and enthusiasm.



BTI personnel practice structured [problem solving](#) to identify and remove root causes from their system.



## ISO 9001:2015 and the Risk Element - Part II

By IJ Arora

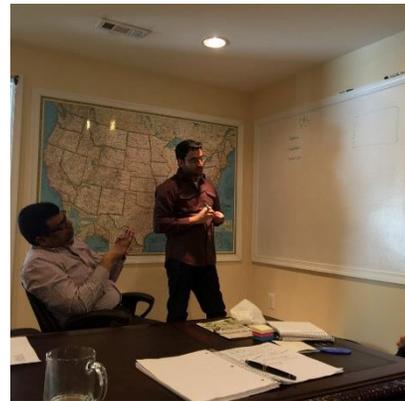
[In part 1 of this series](#), we recognized that Preventive Action (PA) covered the risk element in ISO 9001:2008. PA required analysis of data in clause 8.4 and recognition of trends and potential Non-Conformities (NC) in clause 8.5.3; however it was being done as a separate element. Clause 8.5.3 was the last clause of the standard!

ISO 9001:2015 introduces a systematic approach to the risk assessment at every stage of the organizations operations life cycle starting at the Plan stage. So we see risk mentioned throughout the revised standard and not as a separated component of the Quality Management System (QMS). Clause 8.5.3 in ISO 9001:2008 was reactive to the information from analysis of the data collected as the system was used. In the 2015 revision we have a proactive approach to 'preventing or reducing the undesired effects and promoting continual improvement.' Therefore the PA is inherent and inclusive in a system which is risk based.

Opportunities for improvement (OFI), for example, are part of the Baldrige Criteria. However, ISO 9001:2008 did not consider these. Preventive Action ensured negative effects did not adversely affect the output. The 2015 revision has a positive innovative element to it, with risk being considered throughout the process in it. To continue reading, [click here](#).



QMII provides [business intelligence training](#) to Coast Guard Sector Delaware Bay personnel in Philadelphia. This training, which received positive feedback, is part of the program support and outreach services that QMII provides to the Office of Performance Management (CG-0952).



QMII Financial Advisory Team meets regularly on weekends to discuss, review and consider efficiency in business solutions.



# TOP 5

## REASONS TO JOIN US IN OUR LEAD AUDITOR TRAINING:

(and save \$500 per person!)  
[Use Promotion Code: QMS\\_grand500](#)

1

### 99.6% of our students recommend our training

Our experienced instructors receive top ratings from our students because of the ability to take a dry subject and make it interesting and understandable. Our courses are practical and because of our independence, you can bring your specific process and system concerns to class and the instructor will work to answer your questions.

2

### We teach you how to allay the fears of auditees

Auditors are not police officers! Systems are audited, not the individuals. When you gain the trust of the auditee, you can generate value for the client.

3

### Learn how to audit undocumented systems and processes

Important parts of effective management systems remain undocumented. These parts include leadership, care about requirements and monitoring processes for effectiveness and needed improvements.

4

### A management system developed around how you run your business

Your management system works better from day one when designed around your business, rather than any set of external requirements. Our students learn the requirements of the standard as well as the principles of effective management systems and how to develop or improve them.

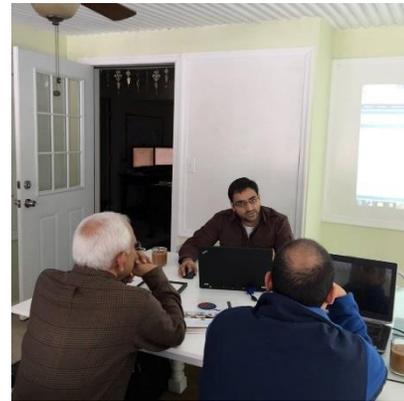
5

### Improve your credentials and further your career

Because of our reputation in the industry, receiving training from Quality Management International, Inc. is widely recognized and respected. We have multiple Certified Lead Auditor courses available including ISO 9001, ISO 14001, RC14001, ISO 27001, ISO 22000 and ISO 28000. We also have our maritime safety and security training, which includes our USCG/MARAD approved VSO/CISO/FFSO and Vessel/Facility Personnel with Designated Security Duties



QMII Vice President Julius DeSilva demonstrates and puts up the requirements for better administrative support from the QMII website currently being redesigned.



With our experience in helping both government and commercial organizations for nearly 30 years, we know management systems and what makes them tick and what makes them sick.

We've just opened our new office and classroom space in Ashburn, VA and we invite you to join us there for one of our upcoming classes! We're celebrating our grand opening by offering you **\$500 off of ANY Lead Auditor training**. Register between now and May 15 to get this special offer.

**Use Promotion Code:** QMS\_grand500

Please call us at 888.357.9001 or register online [here](#).

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

## Upcoming QMII Public Classes



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

## Meet the Team



Aarushi Dhingra joined the QMII team as an apprentice in September 2014. She is a recent graduate from University of Maryland (UMD), College Park

Designated Person	
Dates	Location
June 15-16	Virtual Classroom
August 10-11	Virtual Classroom
ISM Auditor	
May 3-4	Virtual Classroom
June 1-2	San Diego, CA
ISPS Auditor	
May 5-7	Virtual Classroom
June 3-5	San Diego, CA
VSO/CSO/PFSO	
May 5-7	Virtual Classroom
June 3-5	San Diego, CA
ISO 27001 Lead Auditor	
June 8-12	Virtual Classroom
July 6-10	Sacramento, CA
ISO 9001 Lead Auditor	
May 18-21	San Diego, CA
May 26-29	Virtual Classroom
June 1-4	Pittsburgh, PA
ISO 14001 Lead Auditor	
June 8-12	Portland, OR
June 22-26	Virtual Classroom
July 20-24	Houston, TX
RC14001, RCMS Responsible Care® Lead Auditor	
July 13-15	Pittsburgh, PA
ISO 13485 Lead Auditor	
July 20-24	Boston, MA
ISO 28000 Lead Auditor	
June 15-19	Dulles (Ashburn), VA
ISO/FSSC 22000 Lead Auditor	
June 1-5	Columbus, OH
July 13-17	Virtual Classroom
ISO 9001 Transition to 2015	
May 22	Virtual Classroom
ISO 14001 Transition to 2015	
May 29	Virtual Classroom
June 26	Dulles (Ashburn), VA

## We've Moved! Celebrating Our New HQ Location

We are excited to announce that QMII has moved to a new location in Ashburn, VA. It has been an exciting 28 years and we view this new location as the start of another chapter in QMII history! Our new location provides additional space for expansion, which is essential as we continue to expand our services to meet the objectives of our clients who conduct business on a global scale.

with a Bachelor's degree in Economics. Her courses included Capital Markets, Money and Banking and Computer Methods in Economics and Statistics.

She previously interned with Child Rights and You (CRY) in Bangalore, India, where she worked to improve the conditions of underprivileged children by managing a fundraising project for their education and protection. She also has experience promoting programs and customized services to potential homeowners.

Aarushi completed the [QMS Lead Auditor course](#) in August 2014. She manages QMII's social media and supports relationship development and business expansion related to key industry targets and clients. She enjoys traveling and is passionate about an Indian classical dance form called Kathak.

### TESTIMONIALS

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

### Join the Conversation

To ensure our [alumni](#) and clients are current with upcoming industry changes and developments, 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](#).