

Current Course Timetable

AUDITORS COURSE ISO 9000 (1994) - 15 & 22 NOV. + WORK-PLACE AUDIT - COST £375 +VAT

UNDERSTANDING ISO 9001:2000 - 11 SEPT. OR 16 NOV. - COST £150 + VAT

AUDITOR TRANSITION TO ISO 9001:2000 - 6 & 13 NOV. - COST £300 + VAT
ISO 9001:2000 - UNDERSTANDING BUSINESS PROCESSES - 14 SEPT. OR 21 NOV - COST £175 +VAT

INTRODUCTION TO THE EXCELLENCE MODEL - 12 SEPT. OR 14 NOV. - COST £150 + VAT

COURSES ON INTEGRATED SYSTEMS, SPC, HEALTH, SAFETY AND ENVIRONMENTAL MANAGEMENT

Quality Quotes

"More than 95% of your organisation's problems derive from your systems, processes, and methods, not from your individual workers. Your people are doing their best, but their best efforts cannot compensate for your inadequate and dysfunctional systems".

Peter Scholtes

Keen to Reduce Costs?

Why not join our Clients who have contracted us to manage, audit and maintain their ISO 9000 system?

QA appoints a New Associate

Quality Associates has appointed Dr. Ali AL-Zubaidi as an Associate. Ali who is based in Reading, has very wide experience in Quality Systems Certification and Assessments, in product Technical Standards, Quality Management Systems, and Change Management, particularly in strategic planning, process re-engineering and major process changes designed to ensure optimal performance and customer satisfaction. He has considerable international experience having undertaken consultancy and training assignments in over 30 countries



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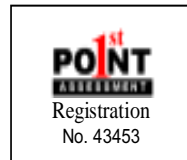
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Enabling Excellence

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**Our Aim:
To facilitate Business Excellence and
provide best value.**

**Our New Web Site
www.aqa.co.uk**

Our new site is now available for inspection, covering all aspects of our work in Quality Management, including ISO 9001:2000, Business Excellence, Human Resource Development, Health & Safety, Statistical Process Control (SPC); Environmental Management, ISO 14001, Integrated Systems and Business Processes.

The Site provides the syllabuses for our various courses together with a detailed schedule of dates for the courses and an eApplication Form for ease of signing-up.

In addition, there are a large range of FAQ and answers and a range of Papers to help you to increase your understanding of certain subjects.

You can also Ask a Question on any area of our expertise and receive an answer Free of Charge.

The Site is set up to encourage you to indicate your needs and comments.

We look forward to hearing from you.

**Quality Associates forms a
Partnership with Facilitators
UK Ltd**

The development of People is clearly of critical importance in enhancing "Quality". In order to provide the necessary expertise in People Development along side our full range of other Services, we have formed a Partnership with Facilitators with whom we have worked over many years. We believe that this combination will provide considerable benefits to our clients.

**Quality Associates are
Registered to ISO 9001:2000**

We were one of the first companies in the UK registered by BSI to the new Standard.

We comment on some aspects of the new Standard in this issue but visit our Website for more comment and to increase your understanding of **PROCESSES and PROCESS MAPPING** which play a very important part in ISO 9001:2000.

Let us help you to get registered.

ISO 9001:2000 and the “Boss”

Undoubtedly, the biggest story in “Quality” in 2001 is ISO 9001:2000. This change has been planned and executed over many years. We believe that the new Standard is very much better than the 1994 Standard and for those companies who register to ISO 9001:2000, their quality will certainly improve. However, many of the Assessment Bodies have indicated for the past two years or so that the new Standard is a fairly minor change. We disagree! This is by far the biggest change made to ISO 9000. We have always advocated that the Quality Management System should be driven from the top but, in many companies, the QMS is driven by the Quality Manager or another manager who has delegated responsibilities from the boss. This will no longer be possible since top management is now clearly defined as “a person or group of people who direct and control an organisation at the highest level”. This means it is the CEO’s and MD’s of organisations who are responsible for a variety of vital functions to provide Direction; Purpose; Culture; Policies; Objectives and, in addition, Top Management will now need to be involved in the Management Review process.

Although companies have until December 2003 to satisfy the new requirements, our advice is start sooner rather than later.

ISO 9001:2000 Emphasis & Philosophy

ISO 9001:2000 specifies the requirements for a QMS as opposed to providing a model.

There is much more emphasis on the Customer.

There is much more emphasis on Continual Improvement.

Legal requirements have to be taken into account.

The needs of interested parties, other than the customer, are considered.

Quality Management Principles

ISO 9001:2000 is based on eight principles which have been identified as best facilitating the achievement of quality objectives:

- * Customer Focus
- * Leadership
- * Involvement of People
- * Process Approach
- * System Approach to Management
- * Continual Improvement
- * Factual Approach to Decision Making
- * Mutually beneficial Supplier Relationships

Your Organisation is Unique

The Standard is equally applicable to small and large organisations since it deals with planning for quality, identifying your customers’ requirements and taking all measures necessary to ensure you meet those requirements. Flexibility of approach is essential to reflect the unique aspects of your organisation.

ISO 9001:2000 Process Approach

A process can be defined as “an activity, or set of activities, that act on an input to add value to it and produce an output(s)”.

The requirement of the Standard is to:

- * Identify all the processes needed for the QMS
- * Determine the sequence and interaction of these processes.

By adopting this Process Approach, the Standard emphasises that the QMS is an integral part of the management of the business and not just an “add on” extra that does nothing to enhance the business or change its thinking or culture.

Flowcharts and / or Process Maps can be useful in describing the processes undertaken by an organisation.

Inputs \implies Outputs

However, processes should not be viewed as just a sequence of related actions which convert some sort of input into some sort of output. They are at the core of how a business operates. They require resources, skills and management. You cannot improve or change how you operate until you understand what you are doing at present. However there is wide confusion around the understanding and definition of the processes which exist within an organisation.

Papers on Processes

Visit our Website and read papers by our Associate, Peter Fraser, who has written widely on this subject or attend our one day course presented by Peter.

ISO 9001:2000 The Benefits

This considerably enhanced Standard is applicable to all organisations and is an extremely useful and effective business tool.

The needs and expectations of customers are converted into customer requirements using suitable communication and by the organisation’s specialised knowledge and its ability to meet the customers delivery or after sales conditions. Thus the end-user is happy.

Management should ensure that any work affecting product quality is carried out by trained competent personnel in a work-environment and infrastructure needed to achieve conformity to product requirements. Thus the people in the organisation will be happy, an important factor in satisfying the customer.

The organisation has to plan and develop the processes needed for product realisation. The operations being carried out should be monitored to ensure they are under control. This aims to ensure customer satisfaction.

The system using this Standard properly will increase efficiency and will thus increase returns on investments and increase profitability.

There is also a significant reduction in documentation required.

With this Standard you should go on continually improving organisational performance and customer satisfaction.

**EVERYONE CAN
BENEFIT FROM ISO 9001:2000**