# Quality Management system

- We provide guidelines and documentation on QMS.

- We also support on implementation of Kaizen's and other   QMS tools.

- We support the SME's on ISO certification as per the   standards. The term quality means different things to different people. If we would like to go   through some attractive and clear definitions;

- Meeting Our Customer's Requirements

- Doing Things Right the First Time; Freedom from Failure   (Defects)

- Consistency (Reduction in Variation)

- Continuous Improvement

- Quality in Everything We Do

QMS - The Continuous Improvement Process
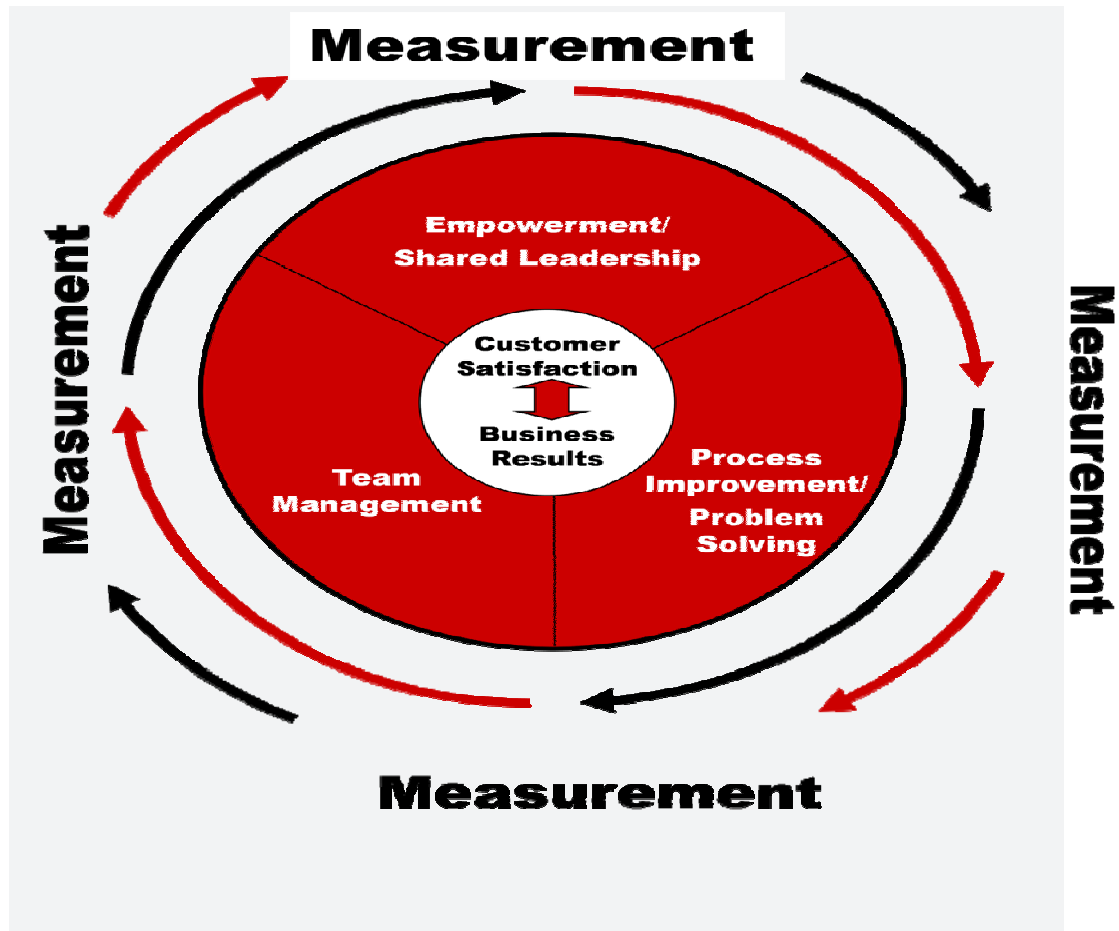
Transforming an Organization by implementing QMS

FROM

- Motivation through fear and loyality

- Atitude: "it's there problem"

- Atitude: "The way we've always done it"

- Decision based on assumptions/judgement calls

- Everything begins and ends with management

- Crisis management and recovery

- Choosing participative or scientific management

TO

- Motivation through shared and vision

- Ownership of every problem affecting the customer

- Continuous improvemen.

- Decisions based on dataand facts

- Everything begins and ends with customers

- Doing it right the first time

- Choosing scientific and participative management
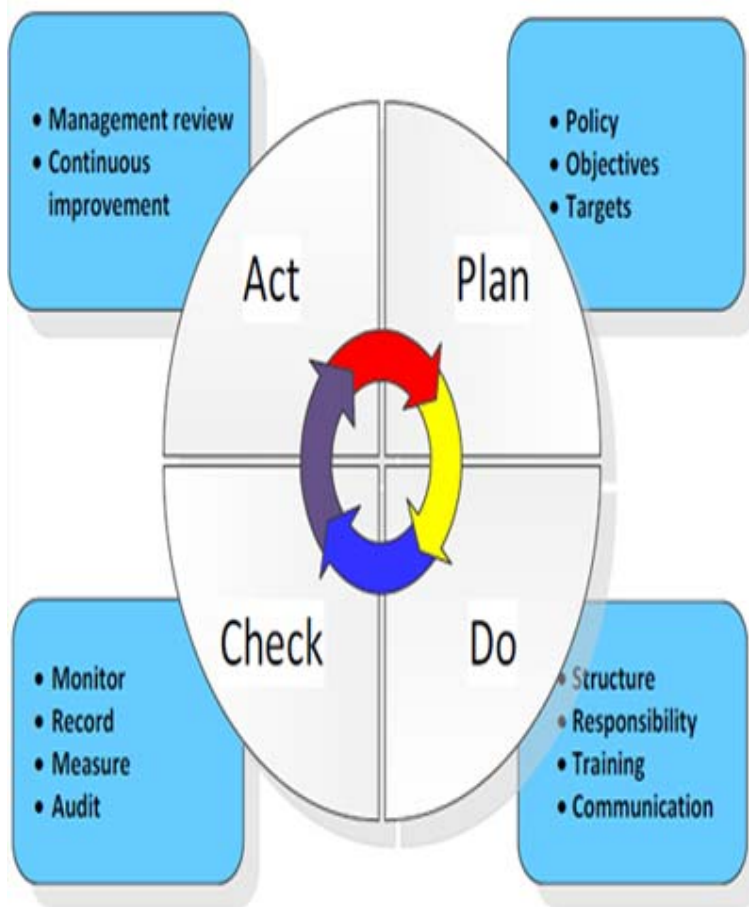
Why QMS :

- Quality Management

- Quality Assurance

- Quality Control

Common Steps in Quality System Design

- Prepare an overview of the current organization and its   environmental data operations

- Identify existing Quality System components or tools

- Document existing procedures as appropriate

- Develop procedures where necessary

- Document the Quality System design