TÜV SÜD America

Choose certainty.
Add value.

Risk Management in Quality Management Systems

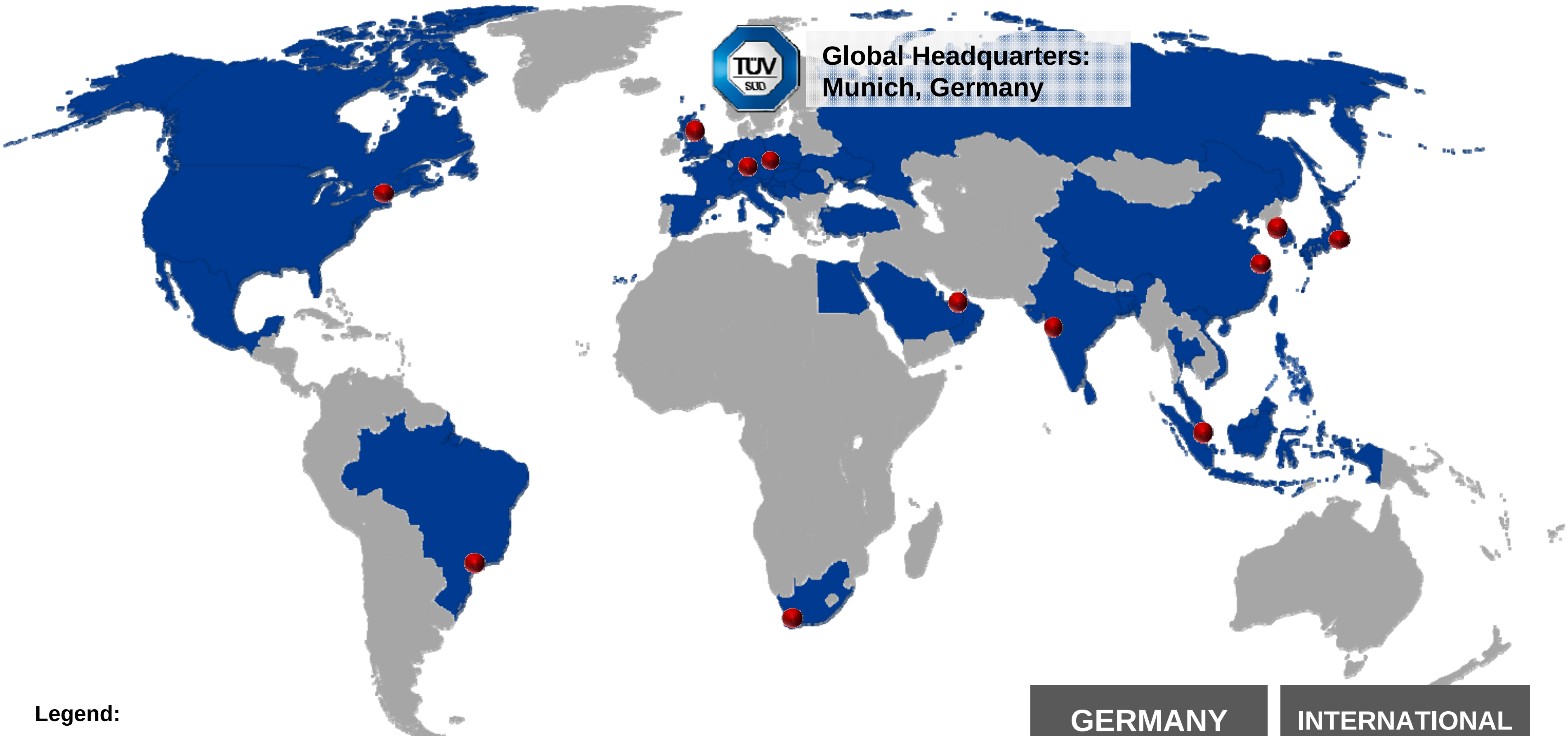
Presented by Hermann Ries
July 8, 2014

Agenda

TÜV SÜD in numbers: Growing from strength to strength

1	One-stop technical solution provider
150	years of experience
800	locations worldwide
1,900	million Euro in sales revenue 2013
20,200	employees worldwide

Global expertise. Local experience.



Legend:

- Countries with TÜV SÜD offices
- Regional headquarters

Note: Figures have been rounded off.

GERMANY	INTERNATIONAL
Euro 1,190 mio 10,400 staff	Euro 750 mio 9,800 staff

TÜV SÜD America Inc.

- TÜV SÜD America Inc., founded in 1987, is the North American subsidiary of TÜV SÜD AG.

- TÜV SÜD America Inc. provides complete services through its divisions:
  - Product Service
  - Management Service
  - Industry Service
  - Chemical, Oil and Gas
  - Global Risk Consultants

Agenda

Risk Assessment vs. Preventive Action

- Misconception
  - Risk assessment replaces preventive action
- Truth
  - Risk assessment is the initiating process and preventive action is the result
- Root cause of preventive action is risk assessment

Risk Assessment vs. Preventive Action

Questions ?

Agenda

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2	Risk Assessment vs. Preventative Action	5	Impact of Actions Resulting from Risk Assessment
3	Risk Assessment and Quality Management Systems	6	Conclusion

Risk Assessment and Quality Management Systems

- All elements of a QMS are subject to risk

Documentation

Management Review

Competency & Training

Planning, customer-related processes, design, purchasing & production

Measurement, analysis & improvement

Risk Assessment vs. Preventive Action

Questions ?

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Grading Risks

- Risk assessment of a QMS process can be graded on either the impact on a related process or the impact on an existing or potential customer
- The documented assessment must include:

Inputs	Controls of Processes	Output

Risk Assessment vs. Preventive Action

Questions ?

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Impact of Actions Resulting from Risk Assessment

- Action items stemming from all levels of meetings include risk assessment
- When an action is taken to eliminate a possible risk, it can impact a related process

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4	Grading Risks
5	Impact of Actions Resulting from Risk Assessment
6	Conclusion

Conclusion

A risk assessment process seems an addition to process requirements, when, in actuality, it is part of a process requirement, when planning of any desired results is investigated to include the values of the product or service to be provided.

Risk Assessment vs. Preventive Action

Questions ?

TÜV SÜD Offering

TÜV SÜD America is a single source provider of management system certification, product quality and safety testing and inspections, engineering support, and training solutions. Our many offices across the US, as well as our wide reach around the globe allow us to grow with and support our partnerships. TÜV SÜD America sets itself apart from our competitors in the following ways:

- Auditor Qualification Process: Auditors that qualify for other Certification Bodies will not necessary qualify to work for TÜV SÜD America. Our auditors go through an extensive qualification process before they partner with our clients.
- Insight Auditing® SWOT Analysis: Our auditors audit beyond the checklist to partner with our clients to achieve their goals.
- Our iCert Client Portal: Our web-based iCert tool allows transparency of the audit process to keep our clients up to date during each step in the process.
- Our iCert Findings Management Tool: Currently in the design and development planning phases, once developed this module will allow clients to go to one place to view all of the findings resulting from audits.
- Key Account Management: One point of contact to connect the internal pieces to the client in an organized and efficient manner.
- TÜV SÜD America is constantly innovating ways to continuously improve services for our clients.

Contact us today

Thank you for attending!

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