What Are Companies Doing to Promote a Culture of Quality Management?

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AGENDA:

• The ISO 9001:2015 mindset
• How technology/automation is helping this mindset
• Point 1: Centralization of your Quality data
• Point 2: How to keep people current, updated and involved
• Point 3: Using the data to drive improvement for everyone
• How these areas impact the business and drive value
Not just about the requirements....

It’s the mindset.

There should be a company-wide commitment/leadership around Quality
Not just about the requirements....

It’s the mindset.

Quality for “external parties” (suppliers)

Quality for People within your company

Commitment to Quality for Customers

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Not just about the requirements....

It’s the mindset.

Common, standardized Processes, across the entire operation
Not just about the requirements....

It’s the mindset.

Fostering Traceability throughout the process....
Not just about the requirements....

It’s the mindset.

Standards Designed with an Integrated approach.
Why Automation fits into the ISO dynamic

- Quality is pervasive to the entire organization
- Quality needs a central place to “live”
- Need centralized, common place to collaborate on Quality
- Need to build a single source for visibility and control

This new interpretation brings ISO to a new level of focus, and also recognizes the changes in technology and best practices for Quality Management.

This is where automation impacts Quality.

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Some ISO Considerations

**CONTEXT:**
Section 4.4: “Process-Based Quality Management Systems”

**LEADERSHIP:**
No one representative; establish a focus on quality, customer and companywide commitment

**SUPPORT:**
How do we Deliver Quality?
Focusing not only on the people but also the infrastructure

**OPERATION:**
The design, source, produce and monitoring of operations – all about traceability!

**PERFORMANCE:**
Sits in its own category
“how do you build constant feedback to ensure that you are saying what you do, and doing what you say?”

**IMPROVEMENT:**
Broader scope
Key concept: commitment to customer, to improvement, to companywide involvement
1. Take a Simple, Centralized Approach

(It has to be Common!)
Are we making it too hard on ourselves when tracking Compliance?
Challenge: The conversations around compliance are disparate!
Keep it Simple; keep it central!

One place to track EVERYTHING for Compliance!

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Common, Central “Conversation of Compliance”
Create a simple, effective way to track all compliance information.

Centralize it, so there’s only one place where it all lives.

Stay connected, common and get a clearer picture of compliance.
2. Get notified when quality issues arise

(Keep it Top of Mind)
Challenge of the “Email Chain”

Taking communication out of your process causes gaps!
Notifications breaks the “Chain”

Using Email / Push notifications as a messenger keeps information in your QMS!
Notifications breaks the “Chain”

Think of your reminders in a car...

Notifications should act as a “Check” to initiate action
Eliminate the confusion of the “Email Chain”

Centralize your QMS, with Email and notifications as a messenger

Focus on Quality in one place – break free from the chaos
3. Gain visibility into your QMS Data for improvement

(Build a Culture of Continuous Improvement)
The Culture of Quality Relies on Continuous Improvement

We identify a Quality event
We respond to the event
We take action to improve
Challenge in Making Sense of the Data
Centralize and Report!

Centralize your data in the QMS, and organize it for better reporting.

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Culture of Continuous Improvement
Make sense of the data with a centralized location for recording events

Organize the data with charts and reports to make better decisions

Enroll the culture of Quality with a common set of tools
Summary

People

Processes

Technology

Detect       Correct       Report       Improve
Summary

- **Location:** Keep information centralized, common and simple
- **Communication:** Build a way to keep it “top of mind” and keep coming back to it
- **Reporting:** Collect all the data and build relevant reports to the entire organization
- **Enrollment:** Keep Stakeholders in the loop, and foster a culture of Quality
Thank You!
Questions?

Check out
www.traqpath.com
to see how you can keep Quality Management
“Top of Mind”