



**KEY SERVICE:
QUALITY MANAGEMENT SYSTEM**

WHY CONSIDER A QUALITY MANAGEMENT SYSTEM?

Ensuring a properly defined order-to-delivery process is a key development of any successful manufacturing operation. A Quality Management System recognises the inputs of all elements of the business, from stakeholders to customer feedback, and integrates them into a an organised approach to address and continually improve the product and process. A QMS allows a business to identify flaws in-situ and have a procedure in place to tackle it by dedicating responsibility to the appropriate personnel. This integrates a cross-functional team partnership to define factors such as production, MP&L Planning, Raw material delivery and Non-conformance procedure. A correctly setup QMS will allow a company to flourish in driving continuous improvement and steer itself towards key industry certification such as ISO9000 and IATF16949. In an elaborate form, a QMS is a key indicator of business sophistication for both the industry and to potential customers the business intends to supply.

HSSMI are able to support businesses in defining the quality policy and the scope of a QMS, scrutineering the order-to-delivery process from beginning to end, to identify the key stakeholder inputs required to achieve business excellence. After communication with various business departments, HSSMI can develop a gap analysis to identify core areas of improvement necessary for the business. This improvement strategy identifies the key business goals and timelines and provides a clear path to achieving those indicators prioritising both short and long term objectives. HSSMI also provide training via QMS workshops to inform businesses and personnel of what, why and how a critical system like a QMS is generated and the purpose it serves. This training also integrates the responsibilities of all relevant members and serves as a start point for businesses newly implementing a QMS.

WHY HSSMI?

Whether you are start-up company or an established manufacturer, continuous improvement will always remain a significant factor of business excellence, for which HSSMI can guide you through the generation of a Quality Management System. We can help you with:

- ▶ Process mapping of core business processes and communication flows.
- ▶ Creation of a universal Quality Policy for the business to adhere by, including the mission statement and strategic principles.
- ▶ Definition of relevant and measurable Quality Objectives aligned against the Quality Policy set out.
- ▶ Define the Quality Process and develop business documents required for audit for certification.
- ▶ Determine the training needs of the business.
- ▶ Ensuring continuous improvement principles are integrated into the business culture.

HOW HSSMI CAN HELP



Process Mapping

Mapping how and where inputs are made during the NPI process from order to delivery, is key to HSSMI identifying shortfalls of the current operations system. Once the order process flow is complete, the role of Quality in this process needs to be mapped.



Quality Policy

A Quality Policy aims to summarise to the industry the visions set out by a company and the strategic principles that accommodate it. Based on broad experience, HSSMI are able to define and create a professional policy which dictates the company's objectives and conveys this in a manner in which key milestones and objectives can be integrated.



Quality Objectives

All high-level measurable characteristics of the manufacturing process are listed to identify where improvements to process control can be made. This allows the formation of goals for each indicator, and in what manner the statistic needs to be influenced to show an improvement.

HSSMI will identify the objectives of differing areas of the business (Safety, Quality, Delivery, Cost, People, Environment) and classify the performance indicators and targeted improvements expected.



Quality Process

One of the most important factors of implementing a QMS system is to have an established procedure to record Non-Conformances and to mitigate them. These are essential in any external auditing process and a high number of NC's exceeding set limits in differing areas can result in termination of certifications such as ISO9000.

HSSMI are able to assist in determining the transaction volume of production and identifying a product and process defect map.



Training Needs

HSSMI will undertake a skills competency evaluation to determine where the skills in the business are lacking and require additional labour, or reskilling to close the gaps. Alongside the gap analysis, this will be an excellent opportunity to identify areas of concern early on in the process, so your business can be prepared for when full volume production begins. HSSMI also have a vast professional network to connect businesses with experts and deal with specialist requirements of the business.



Continuous Improvement

A QMS system would be incomplete without a commitment to continuous improvement. HSSMI will be able to assist in creating, implementing and explaining all documentation necessary to satisfy the requirements of continuous improvement at both a business level and at industry certification level. Accompanied by the identification of training required, commitment to continuous improvement can begin with a timing plan of new hires and training schedules to further close the skills gap.