

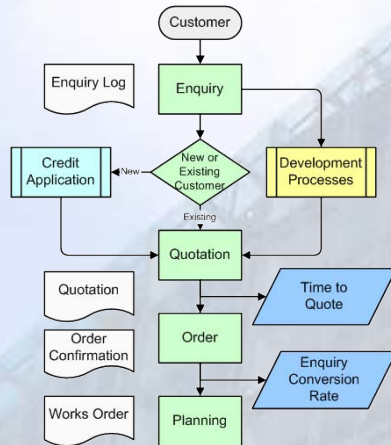
Quality Management Systems to ISO9001:2008

Our Quality Management System Services are of particular interest to small and medium-size businesses, especially those organisations without the dedicated full-time resource to manage quality. This function is usually placed upon the shoulders of staff members who already have other primary duties; as a result, the quality management system frequently takes second place!

We have been specialising in managing quality for over 17 years; consequently we can introduce 'best practice' based on our extensive experience into your organisation on an 'as required' basis.

Process Planning & Development

ISO9001:2008 requires us to take the 'Process Approach' to managing quality - this involves process planning and mapping, including the determination of the requirements for monitoring and controlling processes. This is relevant and beneficial for any kind of process, from processing sales orders, through production/service delivery to after-sales service.



Systems Development & Documentation



How do you develop and implement simple but effective systems to meet your business requirements and the appropriate interrelation of processes? We specialise in the development, documentation and presentation of the most user-friendly systems, whether they are on paper or as multi-media images to be viewed on the computer screen.

Training

Even the best quality management systems in the world are no use without proper understanding by the users. Our qualified trainers ensure that the message gets across, whether in groups or one-to-one.



Computerisation



Reduce the time and paperwork demands of your quality management systems - we specialise in using computer technology to minimise the administrative burden. Software systems available include **ISO Easy**, developed by ourselves for document control and the management of non-conformity, corrective action and audits.

Internal Quality Audits

In our experience, unless you have dedicated internal quality auditors, this essential element of ISO9001:2008 systems is likely fall very low on your list of priorities! Our independent auditing, by qualified and experienced auditors, meets all the required criteria whilst identifying opportunities for improvement in your management systems.

Supplier Management

The effectiveness of your processes depends heavily on the quality of goods and services that your organisation buys in. Building effective and profitable customer/supplier relationships ensures that you get the best from your suppliers. This is important for local suppliers and particularly so for those outside the UK, where time and distance make it even more important to 'get it right first time'.



Quality Tools



Are terms like 'SPC' (Statistical Process Control) or 'FMEA' (Failure Mode & Effects Analysis) meaningless jargon, or do you use powerful tools like these to measure and control processes and prevent defects? Although usually associated with manufacturing, such techniques can be used with great benefit in any kind of organisation.

Management Review

Is the compulsory Quality System Management Review just an annual chore that takes up half a day or more of your management team's valuable time, or is it used to effectively analyse the performance of your systems and identify areas and actions for potential improvement?

Specialised Industry Sectors?

Your organisation may need specialist experience and knowledge, for example TS16949 standards in the automotive industry, or expertise in a particular EU directive (for example, Pressure Equipment 97/23/EC). We have advisors with the appropriate background.



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