

Implementing a Quality Management System

The Basic Steps

1

Ensuring it is a strategic choice influenced by the varying objectives, needs, and products and services provided.

This structure is based largely on the **Plan-Do-Check-Act (PDCA)** cycle and allows for continuous improvement.



Design and build

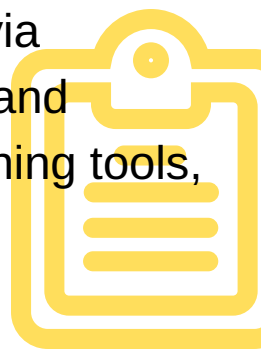
The design and build portions serve to develop the structure of a QMS, its processes, and plans for implementation. Senior management must oversee this portion to ensure the needs of the organization and the needs of its customers are a driving force behind the systems development.

2

3

Deploy

Deployment is best served in a granular fashion via breaking each process down into subprocesses, and educating staff on documentation, education, training tools, and metrics.



Control and measure

Control and measurement are two areas of establishing a QMS that are largely accomplished through routine, systematic audits of the quality management system. The specifics vary greatly from organization to organization depending on size, potential risk, and environmental impact.

4

5

Review and improve

Review and improvement deal with how the results of an audit are handled. The goals are to determine the effectiveness and efficiency of each process toward its objectives, to communicate these findings to the employees, and to develop new best practices and processes based on the data collected during the audit.

