

Agenda



ISO/TS16949:2009?

Documentation Structure

3rd Party Certification Requirements

Role of Top Management- for Implementation

Application of the Eight Management Principles



- Customer focused organization
- Leadership
- Involvement of people
- Process approach
- System approach to management
- Continual Improvement
- Factual approach to decision making
- Mutually beneficial supplier relationship(s)

Source: ISO 9001:2008

The theme of ISO/TS16949:2009 is based on the application of the eight management principles. These eight quality management principles are:

-Customer focus: Your organization is committed to meeting customer requirements and achieve overwhelming customer satisfaction

-Leadership: Management is committed to providing the resources need to support the quality management system

-Involvement of people: People are a company's most important resource and ISO/TS16949:2009 requires that you involve the organization's people throughout

-Process approach: managing your company as a series of interlinked processes

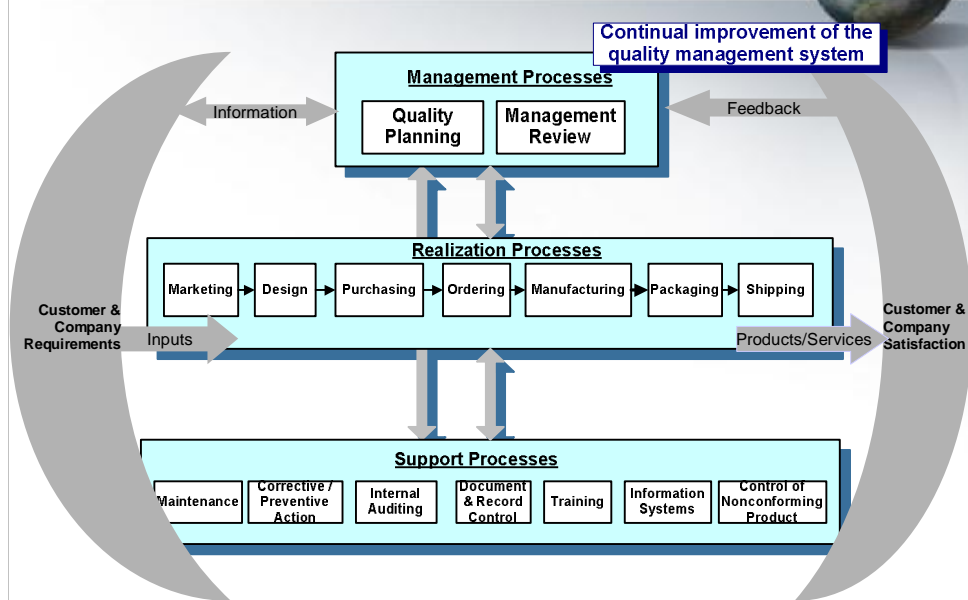
-System approach to management: managing the company through synchronization of interlinked processes (ie; an automobile engine conducts a series of processes to run the motor, as well as the transmission conducts a series of processes to turn the drive shaft. However, if the engine processes do not synchronize with the transmission processes, the car will not drive properly. Therefore, in order for the car to achieve its intended purpose, the synchronization of a system of processes needs to be managed effectively.)

-Continual improvement: the quality management system requires re-evaluation and improvement as customer expectations, requirements and external factors evolve

-Mutually beneficial supplier relationships: aligning suppliers with your company's objectives to meet customer requirements

Throughout this training, think about how the eight quality management principles are applied in your organization.

Sequence & Interaction of Processes - Process Map (LEVEL 1 Example)



A process map is one way to list and describe the sequence and interactions of an organization's key processes. Process owners are then assigned to each of the key processes. This is considered "Level 1" documentation.

The Role of Top Management- for Implementation



- Choose Strategy for QMS Implementation
- Set QMS Implementation Structure
- Establish Implementation Objectives
- Allocate Resources
- Believe in the QMS and communicate your support

Top Management's first step is to adopt a strategy based on the size, scope and activities of your business.

Next is to determine how who and how the deployment of the implementation will occur, as well as a frequent reporting system back to the Top Management team.

Establish objectives for the implementation, along with specific timing with milestones.

Allocate the resources to ensure the implementation will be successful.

And most importantly, learn the Quality Management System philosophy, believe in it, and spread the message of your support regularly to all employees.