



QUALITY MANAGEMENT SYSTEM SERIES

ISO 9000:2000

AMERICAN NATIONAL STANDARDS

TRANSPORTATION INDUSTRY EDITION



QUALITY MANAGEMENT SYSTEM
ISO 9000:2000
PROGRAM OVERVIEW

VISION
QUEST
INTEGRATED TECHNOLOGIES, INC.

1131 East Main Street • Suite 109 • Tustin • California 92780-4400
714.573.4932 • 877.493.2477 • Fax 714.573.493

PRE-NEEDS ASSESSMENT MEETING ACTIVITIES

These activities should be performed by the organization prior to the initial Needs Assessment Planning Meeting. The information obtained from these activities will be the foundation from which the planning meeting and the quality system will be developed. Vision Quest can provide foundational documents and forms to perform these activities.

Review current organizational structure

- Management hierarchy
- Unit structure
- Departmental structure

Review current plans

- Annual
- 5 year
- Selling and marketing
- Departmental

Obtain an understanding of

- Vision
- Mission
- Goals
- Objectives

Review current processes

- Written
- Unwritten

Perform an Employee Survey

Develop Organizational and Departmental Gap Analysis

NEEDS ASSESSMENT MEETING

This is usually a two-day off-site meeting. It is an opportunity for managers, supervisors, and management candidates to come together to review the organization as a whole and to develop team identity and improve synergy. The meeting does not have to be off-site. However, if well planned and done appropriately it can be a recognition opportunity, a break from the day-to-day, and an excellent kick-off and starting point for a successful TQM initiative. This is typically done on a Thursday and Friday, but can be conducted over a weekend.

Agenda Topics

- Review Gap Analysis
- Initiate Developmental Action Plan
- Review needs assessment
- Surface, identify, and initiate resolution of current issues
- Examine current management philosophy
- Examine Team / Work Group concepts
- Define Empowerment
- Develop training timeline

Meeting Objectives

- Understand the framework of the TQM initiative
- Understand each member's roles and responsibilities of the TQM initiative
- Alleviate fears of change
- Identify areas of development opportunity as identified by peer managers
- Identify areas of opportunity for development of management styles and techniques
- Reveal any hidden agendas
- Develop management team synergy
- Understand basic management styles and concepts
- Understand the basic concepts of team / work group dynamics
- Understand the basic concept of the application and implementation of empowerment
- Identify resource opportunities for management ideas

POST NEEDS ASSESSMENT MEETING ACTIVITIES

- Initial Development of Quality Policy Manual as required by ISO 9000:2000
- Initial Development of Quality Plan as required by ISO 9000:2000

LEADERSHIP DEVELOPMENT TRAINING

This is typically a three-day training class. It is fast paced and interactive. It is recommended that this course be conducted off-site. The course is usually conducted Tuesday-Thursday, 8-5. However, in recognition of some organizations' inability to allow all managers, supervisors, and candidates off-site for three business days the course can be modified to fit in a weekend time frame.

Introduction to Management

- The Changing Management Process
- Learning from Management History
- Managing in an Ever Changing Global Environment

Creative Problem Solving

- The Manager as a Decision Maker and Creative Problem Solver
- Overview of the Creative Problem Solving Process
- Ethics, Social Responsibility, and the Managerial Environment

Planning

- The Planning Process and Organizational Purpose
- Strategy Formulation and Implementation
- Quantitative Methods for Problem Solving and Planning

Organizing

- The Organizing Process
- Organizational Design
- Job Design
- Staffing and Human Resource Management
- Managing Organizational Culture, Cultural Diversity, and Change

Leading

- Motivation and Performance

- Group Dynamics
- Leadership
- Managing Communication

Controlling

- Controlling Performance: Strategic, Tactical, and Operational Control
- Management Control Systems
- Management Information Systems and Knowledge Management

Contemporary Issues In Management

- Operations Management

Quality System Design and Implementation

- ISO 9000:2000 System Requirements
- The Concepts of Quality Systems
- Managements role in Quality System Implementation
- Managing Quality and Innovation

POST LEADERSHIP TRAINING ACTIVITIES

These are activities that need to be done in conjunction with, concurrent to, or prior to beginning the training at the workforce level.

Organizational Development

Development of plans

- Annual
- Selling and marketing
- Departmental

Gap Analysis

- Organizational
- Departmental

Developmental Action Plans

- Organizational
- Departmental

Development of Human Resource Programs*

Development and initiation of performance evaluations and criteria including:

- Gaps
- DAPs
- First time roll out

Development and implementation of Reward and Recognition systems including:

Definition and policy development for disciplinary actions including:

- Company policies not to be violated
- Company polices pertaining to consequences of violations

*These are done after Leadership Development training and must be accomplished prior to Workforce Development Training.

WORKFORCE DEVELOPMENT TRAINING

This is typically a two-day training class. It is fast paced and interactive. It is recommended that this course be conducted off-site. The course is usually conducted Tuesday-Wednesday or Thursday-Friday 8-5. However, in consideration of organizational needs, the course can be modified to fit in a weekend time frame. Number of class participants should not be less than 10 nor exceed 20.

Class topics

- Organizations and Employees Today
- Managing Change
- Organizational Vision / Mission
- ISO 9000:2000 Standards
- Teamwork Development
- Communication
- Interactive Skills
- Meeting Management
- Language of Quality
- Creative Problem Solving
- Problem Solving
- Quality Improvement Process
- Process Writing

POST TRAINING ACTIVITIES

This optional phase has Vision Quest focusing on assisting the organization in developing itself into a high performance workplace. Primary focus will be on the development of:

Quality System Implementation and Integration

Process Development and Documentation

- Process Drafting
- Process Writing
- Process Publishing
- Process Revision

Vision Quest cannot emphasize strongly enough the weight the ISO 9000:2000 standards now apply to documented processes on a global organizational scale and how critical these processes are to a successful accreditation audit.

Computer Based Management Information and Reporting

- Statistical Metrics
- In-Process Measurements
- Accounting Data

Customer Satisfaction Indices

- Customer Satisfaction Surveys
- Employee Satisfaction Surveys

Vision Quest cannot emphasize strongly enough the weight the ISO 9000:2000 standards now apply to statistical metrics on a global organizational scale and how critical documented statistics are to a successful accreditation audit.