

Quality Management Workshop



Quality Management Workshop

Welcome & Introduction



Quality Management Workshop

**It's not just about supplying a
great product or service**

It's about being a great supplier!!!

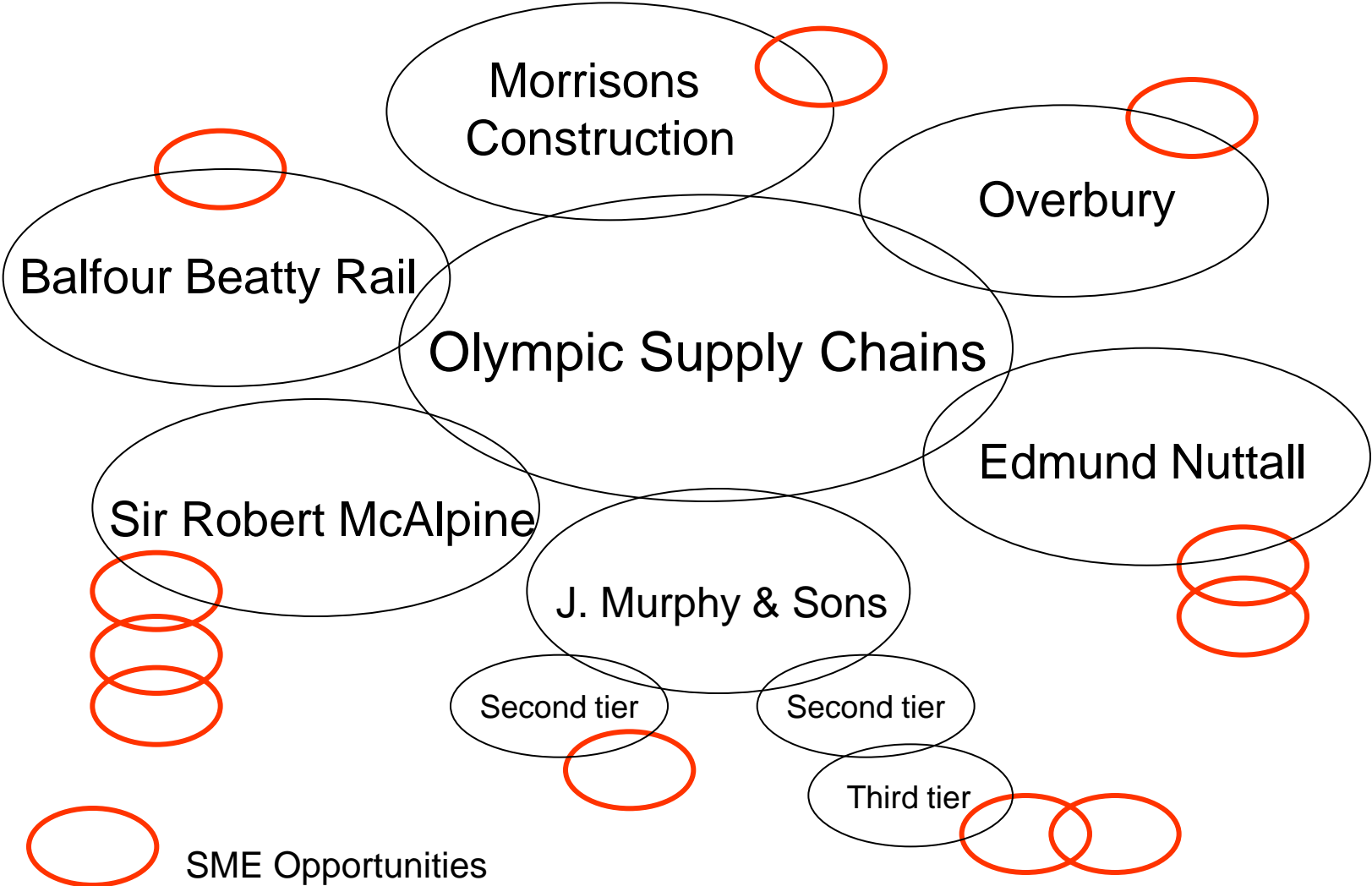


London 2012 Public Sector Opportunities

Olympic Park, Venues & Games	£9.3 billion
Stratford City phase one	£4 billion
Athletes Village/Residential	£5.5 billion
Thames Gateway	£10+ billion
Cross Rail Project	£15.9 billion
Local Government Procurement	£158 billion pa
South East Councils	£4.5 billion pa



London 2012 Supply Chain



Compete For is

- A website, designed to publicise new business opportunities within the London 2012 supply chains.
- Like an 'online dating agency', matching buyers in the London 2012 supply chain with a short-list of potential suppliers.
- Designed to signpost UK businesses towards existing local business support, such that they may increase their capacity and expertise.



Quality Management Workshop

09.00- 10.45	Introductions Quality policy statement Process management
10.45-11.00	Coffee/Tea break
11.00-12.45	Management & Continuous improvement Quality planning Future actions
12:45	Close

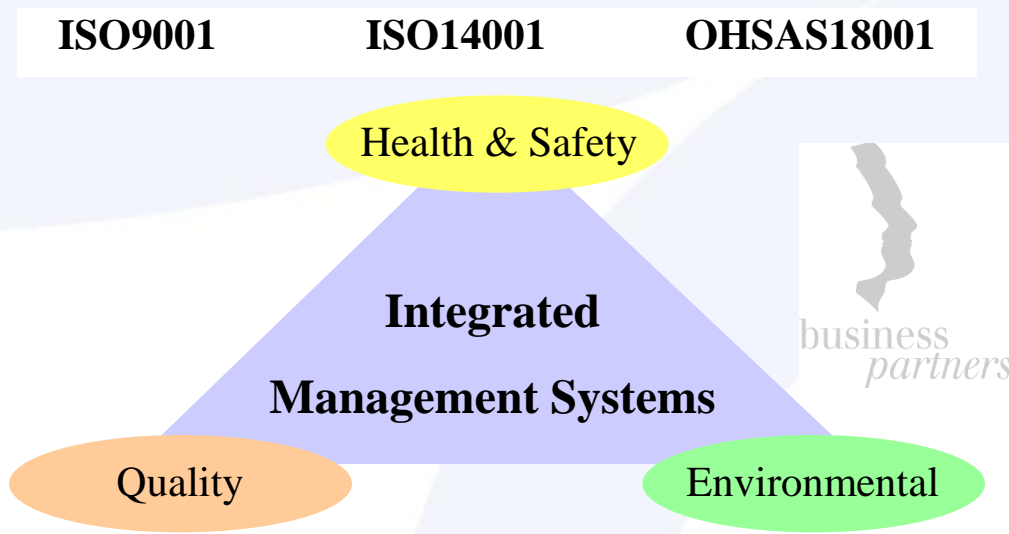
Peter's Background

- Engineering background
- Automotive & telecomms equipment manufacture
- Held various management positions
- Last 15 years working in consultancy & training
- Founded Business Partners in 1997



Business Partners – Clients & Services

- Implementation of management systems
- Mainly in SME sector up to 200 employees



www.businesspartners-uk.com



20 second Introductions

- Your Name, Your Company & what you do
- Score your current knowledge of Quality Systems
 1. None, little
 2. Limited understanding
 3. Reasonable understanding
 4. Proficient



Olympic Delivery Authority

Mission is to deliver venues, facilities, infrastructure and transport for the London 2012 Olympic and Paralympics Games on time, to budget and to leave a lasting legacy



Quality

- What is quality?
- What does it mean to you?
- What does it mean to your customers?
- Your group's top 5 answers



Pain Relief Ltd

It is the policy of Pain Relief Ltd to provide customers with a prompt and professional service in the supply of pain relief and muscle stimulation products.



IT Support Ltd

We will reduce the risk of business loss or interruption to our customers' operations by providing professional, independent and responsive IT management services to meet their needs.



Crane Hire Ltd

It is the policy of Crane Hire Ltd to provide reliable and competitive crane hire and contract lifting services to meet customers' applications.



Quality Policy Statement

It is the policy of Our Company Ltd to

.....
.....

(Work book page 2)



Crane Hire Ltd

It is the policy of Crane Hire Ltd to provide reliable and competitive crane hire and contract lifting services to meet customers' applications.

To achieve this we will:

1.
2.
3.



Crane Hire Ltd

It is the policy of Crane Hire Ltd to provide reliable and competitive crane hire and contract lifting services to meet customers' applications.

To achieve this we will:

- 1. Maintain a workforce of competent and certified crane drivers and will supply fully trained supervisors and appointed lift personnel.**
- 2. Work to industry standards and statutory regulations, including (as applicable):**
- 3. Ensure that our cranes are well maintained, and the right crane is supplied for the application.**



IT Support Ltd

We will reduce the risk of business loss or interruption to our customers' operations by providing professional, independent and responsive IT management services to meet their needs.

To achieve this we will:

1. Promote quality awareness and service standards amongst employees and will maintain supply and support partnerships with software and network service providers.
2. Employ qualified IT staff and ensure that they are familiar with customer expectations and best practice in IT support and maintenance.
3. Continually strive to improve our management systems and customers' perceived value of our services..



Pain Relief Ltd

It is the policy of Pain Relief Ltd to provide customers with a prompt and professional service in the supply of pain relief and muscle stimulation products.

To achieve this we will:

- 1. Deal with all customers in a friendly, sympathetic and caring manner**
- 2. Supply products which meet regulatory and statutory health care and safety requirements.**
- 3. Provide effective product support and advice on the use of our products.**



Our Key Drivers

To achieve this we will:

1.
2.
3.

(work book page 2)



Define 'Scope'

The scope of our Quality Management System covers the following activities:

- Marketing and supply of pain relief, muscle stimulation and other health care products
- product user support and supply of accessories



(Work book page 3)



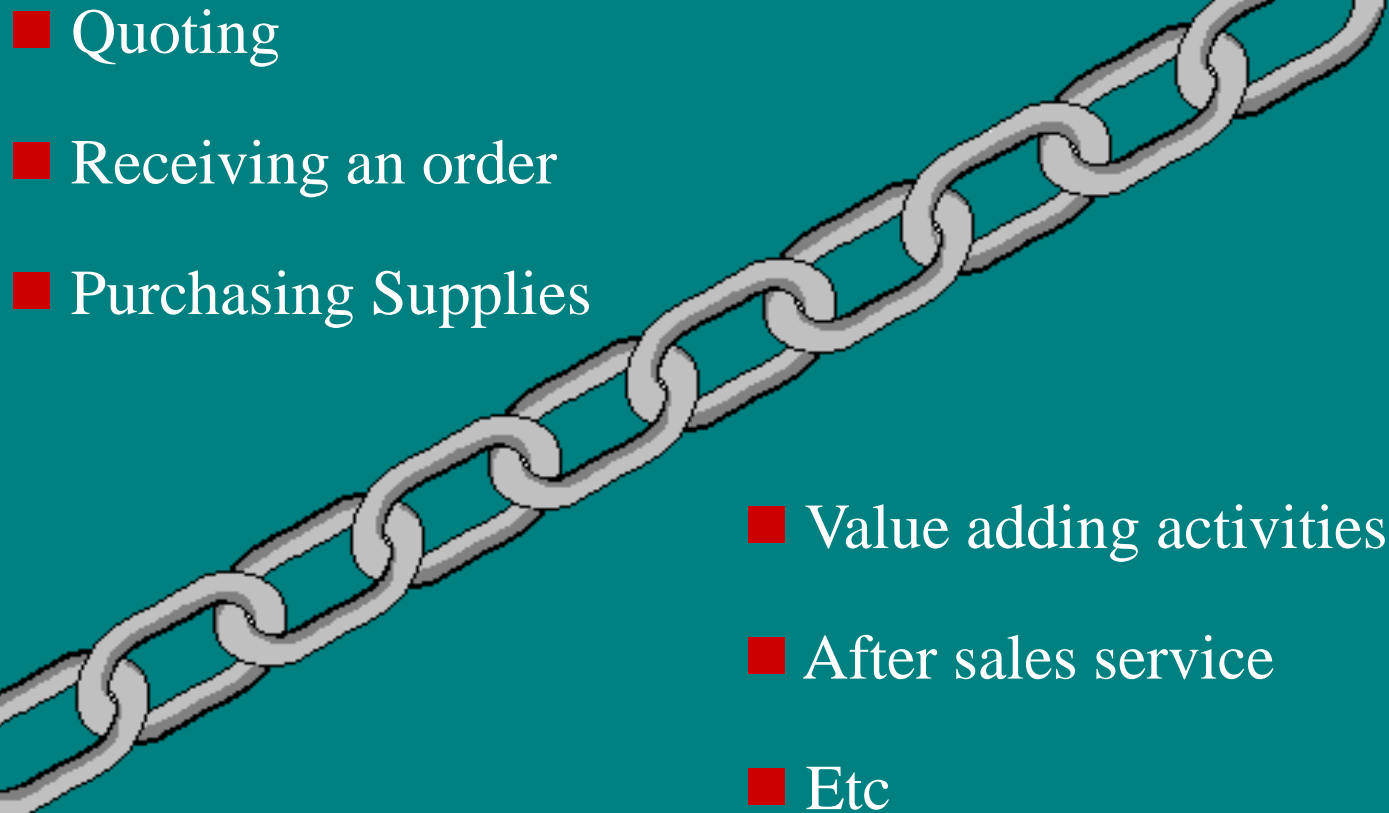
Processes

Delivering a product or service is achieved via a number of inter-related processes

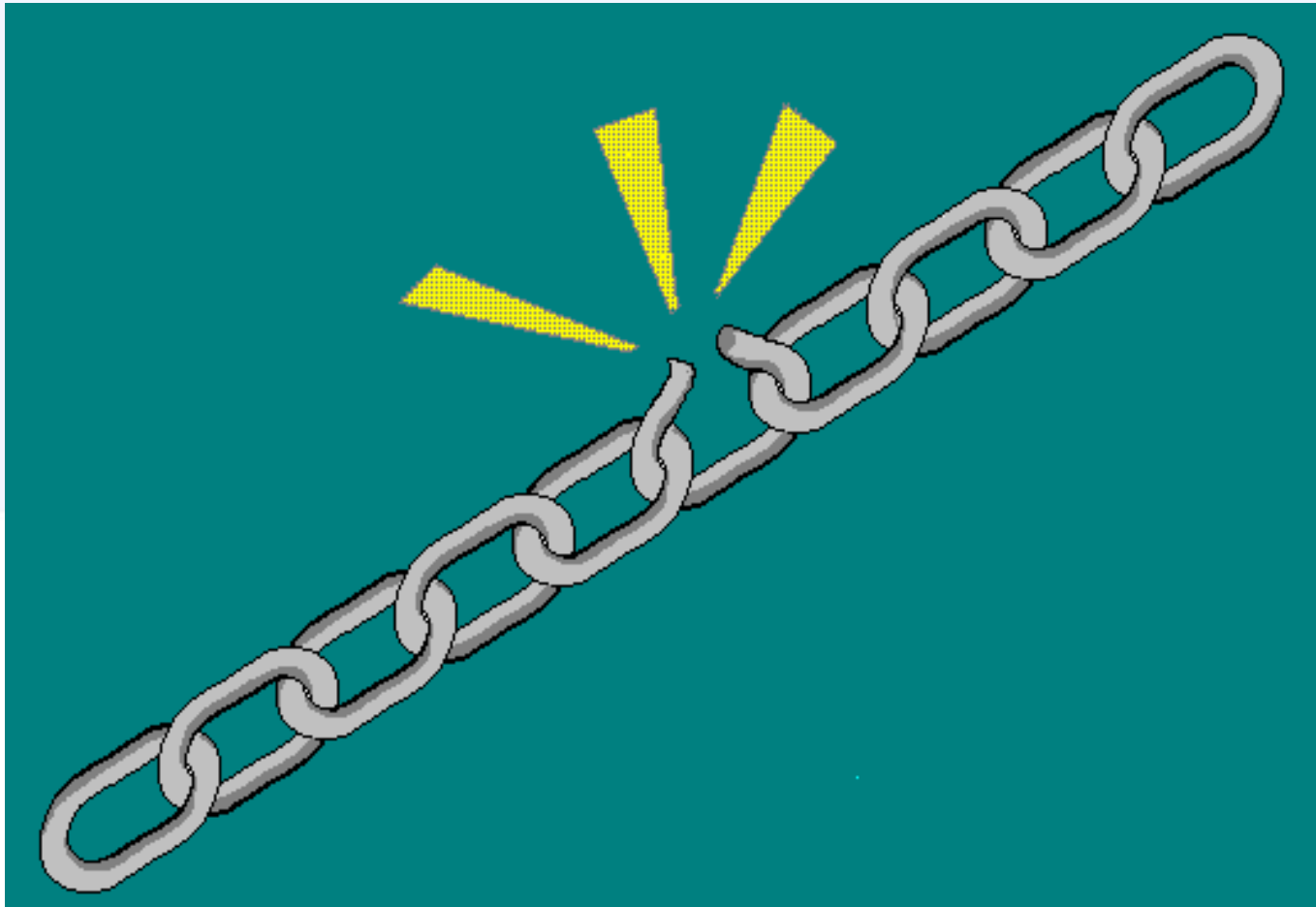
The output of one process often being the input of the next process



Business is a chain of events or processes

- 
- Quoting
 - Receiving an order
 - Purchasing Supplies
 - Value adding activities
 - After sales service
 - Etc

**Our quality is only as good or bad
as the weakest link ..**



Processes

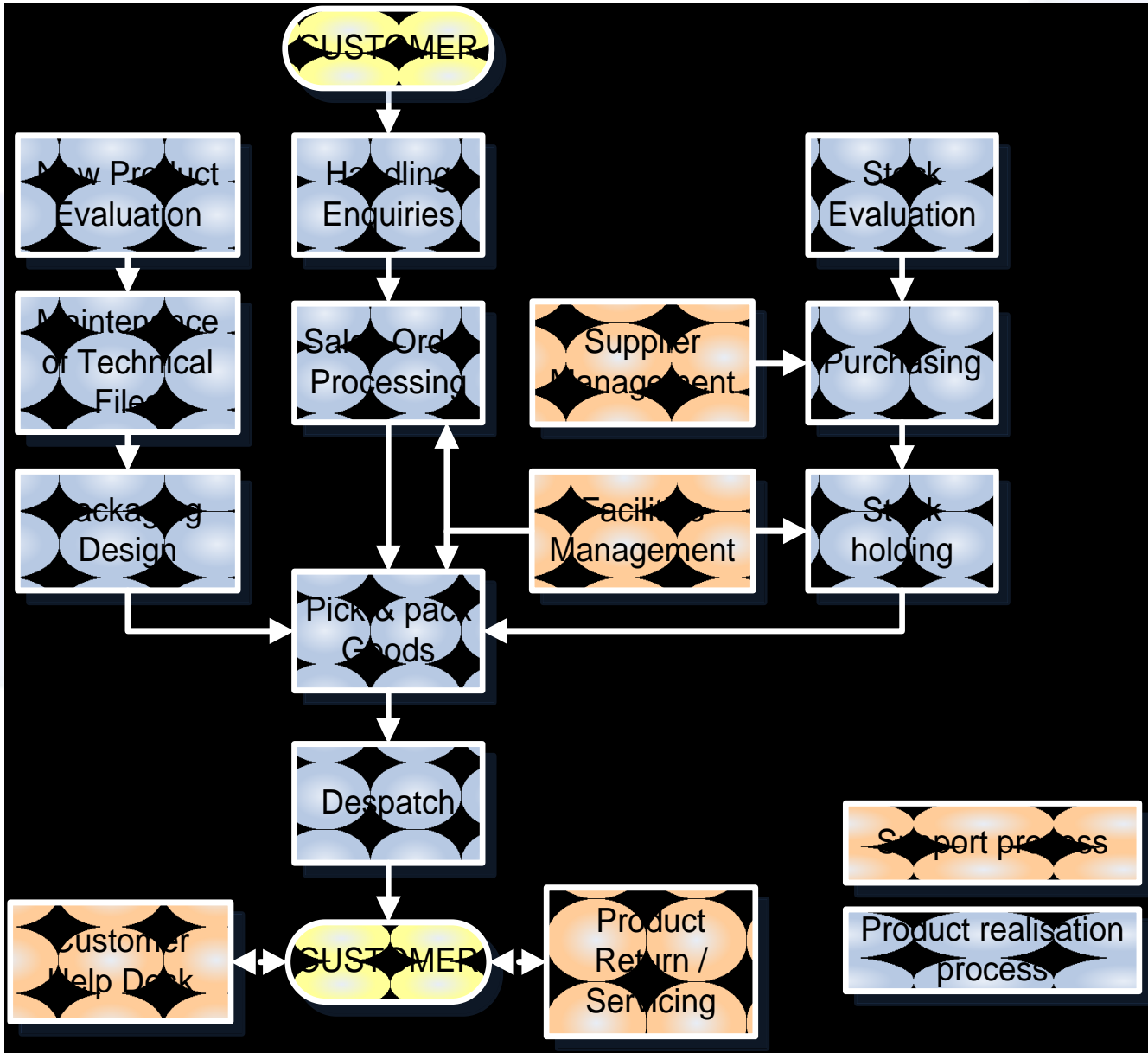
**Can you identify the processes
in your own business?**

(work book page 3)



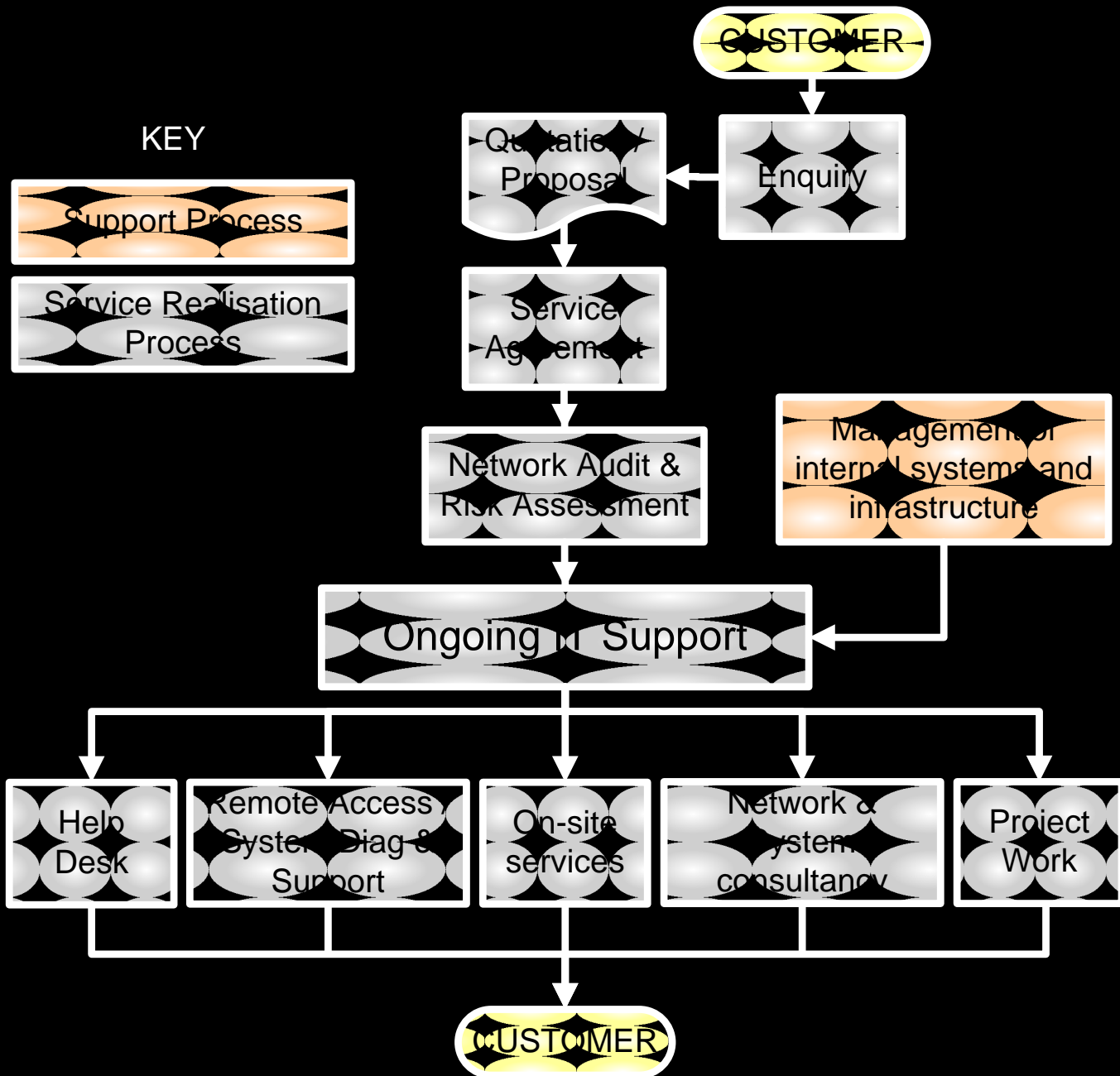
Pain Relief Ltd

Our processes



IT Support Ltd

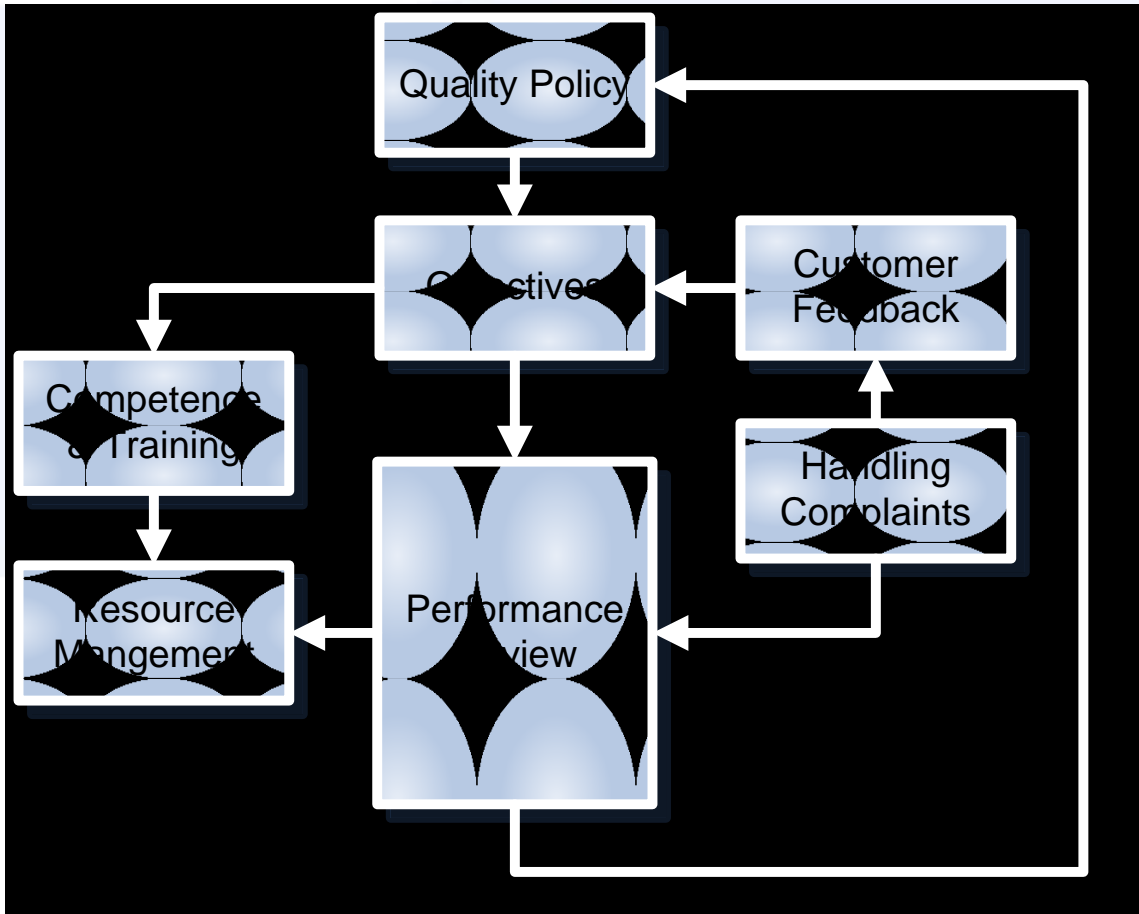
Our processes



Managing the system



Any Co Ltd



Our Management Processes

(Work book page 4)

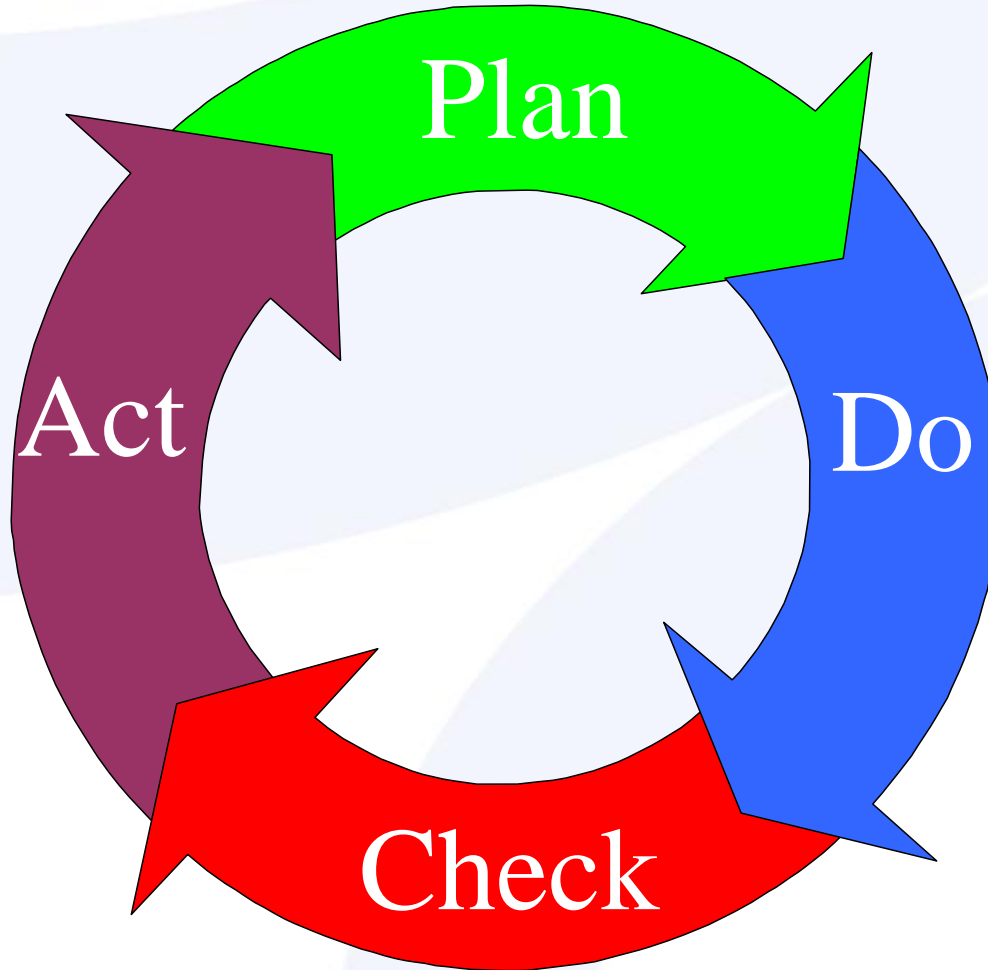
The Benefits

Setting objectives and monitoring performance helps us improve our products and services and ultimately our profits

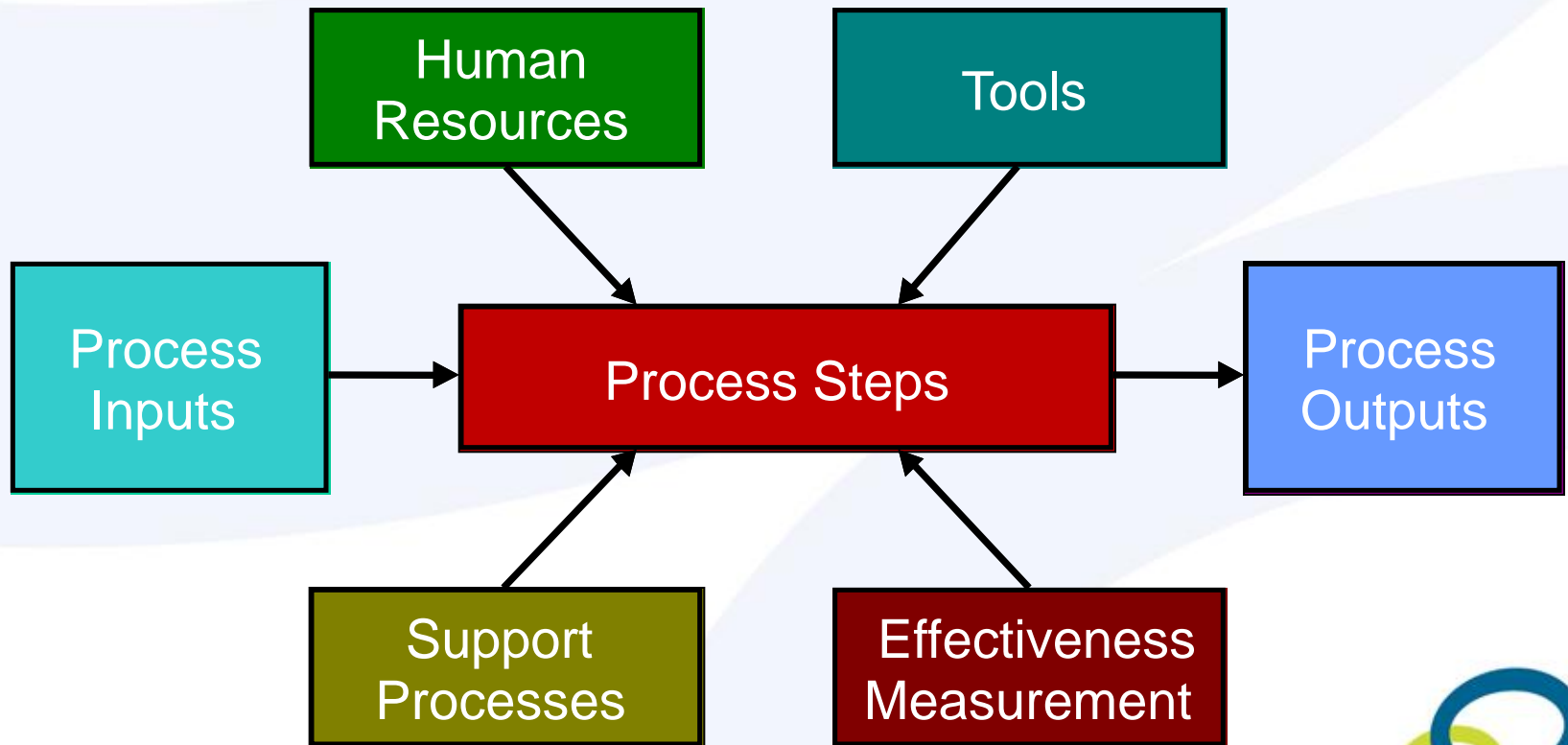
..... What other benefits can a disciplined approach to quality bring?



Continuous Improvement



The Process – ‘Turtle Diagram’



Our Quality Plan

Process Steps	Process Inputs	Process Outputs	Controls	Records Kept	Special Tools Etc
Handling Enquiries	Customer Enquiry	Quotation	Peer check of quotation	Quotation Letter	Customer database
Purchasing supplies	Customer's Order	Purchase Order	Approved suppliers	P/Orders Supplier delivery	Supplier's price list

(Work book page 5)

Next Steps

- Ensure you have all mandatory policies
- Publish your profile on 'CompeteFor' at www.competefor.com
- Communicate your policy to all employees
- Check you have effective controls in all processes
- Measure performance against objectives



COCOMPETEFOR - BUSINESS PROFILE

INSURANCES AND POLICIES

Policies		
Mandatory for 5+ Staff	Does your company have a Health & Safety Policy? *	YES / NO
	Who in your organisation is responsible for your Health & Safety Policy?	Director Manager Supervisor Other
Mandatory	Does your company have an Equal Opportunities Policy? *	YES / NO
	Does your company have an Environmental Policy? *	YES / NO
Mandatory	Does your company have a Quality Management Statement? *	YES / NO
	<p>To which of the following Quality Standards is your business certified to (if any)?</p> <div data-bbox="54 743 1396 1096" style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>To pass the Business Readiness test all businesses must have a Quality Management Statement in place. This does not mean that you need to have registration for a particular standard, but you do need to have documented processes and procedures in place to ensure your goods and services are delivered in a consistent and high quality manner.</p> <p>If your business employs more than 5 people you must also have a Health & Safety Policy.</p> </div>	None ISO 9001 ISO 14001 Acorn EMAS BS 7799 / ISO 27001 OHSAS 18001 Investors in People SA 8000 AA 1000 Industry Specific Quality Standard(s) Other
	If your business sources goods or services from overseas can you confirm that you have a policy in place to manage ethical sourcing practices? *	YES / NO
	Would you be prepared to tender electronically?*	YES / NO
Insurance Policy	Does your organisation have public liability insurance? *	YES / NO
	If yes, what is the overall value per annum for public liability? (GBP) e.g.	



Can I achieve ISO9001?

- **Management by objectives**
- **A Quality Manual**
- **Controlled processes**
- **Management procedures**
- **Implemented with appropriate records**

Environmental Management System Standards

- Not a mandatory requirement for Competefor registration but environmental / sustainability requirements are written into many of the 2012 tender documents
- Introducing an Environmental Management systems - can cut costs, reduce waste, improve efficiency, and show real commitment to customers.
- Check: www.southeast2012events.co.uk for forthcoming events including Bid Writing workshops.

For Further Support

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Slides can be downloaded from

www.eventskent.co.uk/presentations



Useful Websites

www.competefor.com

www.businesslink.gov.uk/southeast

www.bsi.com

www.lrqqa.com

www.ukas.com

www.iso.org



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Business Link

0845 600 9 006

