



Quality standards and norms

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Quality Standards

- Quality standards has a set of strong principles, guidelines, or criteria that define the level of excellence or conformity expected in a product, service, or process.
- These standards are developed to ensure that organizations consistently meet specified requirements, resulting in improved quality, reliability, and customer satisfaction. Here are some key concepts associated with quality standards

Concepts of quality management

- Customer Focus
- Consistency
- Compliance
- Continuous Improvement
- Record-keeping and Documentation
- Comments and Satisfaction from Customers
- Key Performance Indicators

Implementation

A well-designed Quality Management System (QMS) must have both implementation and sustainability as core elements. To establish and maintain an effective QMS, policies, procedures, and a culture that prioritises quality must be established.

- Determining Measurable Quality Objectives
- Process Mapping and Documentation
- Employee Awareness and Training
- Process and Product Monitoring and Measurement
- Internal Audits
- Preventive and Corrective Measures
- Supplier Management

Sustainability of Quality Management System (QMS)

Organisations may guarantee the long-term possibility and efficiency of their quality management system by regularly carrying out these steps and promoting a culture of quality. It's a continuous process that calls for perseverance, flexibility, and a commitment to fulfilling and beyond consumer expectations.

- Customer Focus Summary
- Integration with Business Processes
- Recognition and Celebration
- Management Review

Quality standards and norms

ISO

International Organization for Standardization. It is an international standard-setting body composed of representatives from various national standards organizations.

ISO 9001

The ISO 9001 standard is a basic framework for any organization – large or small – to ensure a good Quality management. The purposes of the standard are to allow a company to provide higher levels of customer satisfaction, along with consistently supplying products or services that meet customer requirements, as well as to achieve business goals and targets and to maximize profitability.

ISO9000

ISO 9000 is devoted to quality management. It is designed to help companies and other organizations ensure that the products and services they create and the processes they use to create them to meet a high standard of quality and integrity.

Financial benefits

ISO 9001 certification increases business opportunities with potential clients, as well as international business. There are companies that do business only with ISO-certified companies, so a business that has an ISO certification will get preference over those that do not. That means that a certified SME will get more business and, therefore, more revenue. Further on, consistent production operations and fewer product failures cut down on quality costs, resulting in more profitability.

Employees benefits

ISO 9001 certification requires the organization to define organizational structures, roles, and responsibilities; to ensure competence and awareness; and to provide a suitable work environment for operations. If an organization (SME) fulfills all the requirements of the standard related to human resources, this results in higher employee satisfaction and motivation.

Customer benefits

The ISO 9001 standard is based on the basic quality management principles of meeting customer requirements and striving to exceed customer expectations. A customer always looks for quality in a product and quality in a service. It's not only the product quality that encourages a customer to buy again and again; it is also the customer experience that persuades a customer to return.

Employer benefits

One key benefit that has been discussed above is getting potential contracts. An ISO-certified business increases its likelihood of getting potential contracts when that ISO certification is a requirement. Also, from my experience, customer satisfaction increases for an ISO-certified company.

Quality standards and norms

Certifying Company's QMS according to ISO Standards means getting organized, and getting organized means continual improvement, and continual improvement guarantees a sustainable business.



Who wouldn't want that ?

Requirements For ISO 9000:

- Have a Quality Management System (QMS), which must be perfectly documented and in operation
- Have a Quality Policy that is known by all personnel who work in the company
- Have Quality Objectives that are not only specific, but also measurable
- Be able to demonstrate that the Quality System has helped improve the quality of the company's products and services



Requirements For ISO 9001:2015

- Have a commitment from senior management
- Implement a Quality Management System
- Have the necessary resources
- Prepare the product
- Measure, analyze and improve



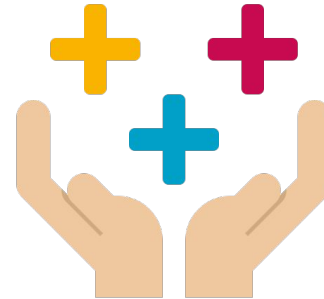
VDA (ISO/TS 16949 - IATF)

- **VDA** (Verband der Automobilindustrie) is a set of automotive quality standards developed by the national association of automobile manufacturers in Germany.
- **ISO/TS 16949** (International Organization for Standardization/Technical Specification) is an international standard that specifies the requirements of a quality management system for the automotive industry.
- However, ISO/TS 16949 was replaced by **IATF 16949** in 2016. This entire transition is managed by the IATF where the principles of ISO 9001:2015 are maintained and additional requirements specific to the automotive industry are added.



Benefits

- Quality improvement
 - Operational efficiency
 - Regulatory compliance
 - Competitiveness
 - Risk management
- Customer satisfaction
 - Access to international markets



Requirements

- Management commitment
 - Customer focus
 - Process approach
 - Continuous improvement
 - Risk management
- Supplier management
 - Monitoring and measurement of performance
 - Control of non-conforming product



Quality Audits - how to prepare for quality audit

1. Understand the Audit Scope
 2. Review Documentation
 3. Conduct Internal Audits
 4. Training and Awareness
 5. Prepare Facilities and Resources
 6. Communicate with Stakeholders
 7. Assign Responsibilities
1. Mock Audits
 2. Address Non-Conformities
 3. Maintain Records





THANK YOU FOR YOUR ATTENTION

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