



## Quality Management (Incorporating Automotive)

Do you know the best way to successfully manage your business?



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| <p><b>How does a Quality Management System work?</b></p>    | <p>A 'management system' is the way you operate your business day to day, including how customer requirements are understood, how orders are processed and how activities are undertaken to ensure customer satisfaction.</p> <p>A Quality Management System (QMS), is specifically designed to create measurable improvements in performance at every stage. It takes your business aims as a starting point, and systematically addresses your business practices and activities to ensure they help to meet these aims.</p> <p>A management system that is certified is one that is shown to meet your business objectives within the broad framework of the ISO 9000 standards.</p>   |   |  |
| <p><b>What is ISO 9000?</b></p>  | <p>The best known ISO standards are the ISO 9000 series for quality management. They have proven applications for all aspects of business, in organisations across all industries. There are over 400,000 certified companies worldwide using ISO 9000 Quality Management Systems.</p> <p>The ISO 9000 Standards are continuously revised and improved (the latest is ISO 9000:2000) to reflect changes in business practice, advances in technology and to accommodate the needs of a wider range of businesses.</p>   |   |  |
| <p><b>What does Certification involve?</b></p>   | <p>Once you decide to establish a QMS, you may choose to have it certified. Certification involves having an independent expert assess your organisation's management system to ensure that it helps deliver your specific business aims and meets the internationally recognised ISO 9000 Standards.</p> <p>Only an organisation certified by SAI Global earns the right to display the red 'five tick' StandardsMark, showing the world that it is a Quality Endorsed Company.</p>  |   |  |
| <p><b>What benefits can quality management deliver to your business?</b></p>   | <p>Every organisation is different, with different commercial objectives, and different ways of achieving them.</p> <p>The advantage of the ISO 9000 based system is that it has been created with widely accepted business management principles at its core.</p> <table border="0"> <tr> <td data-bbox="584 1547 887 1794"> <p><b>A QMS can improve:</b></p> <ul style="list-style-type: none"> <li>• Efficiency</li> <li>• Customer satisfaction</li> <li>• Product and service quality</li> <li>• Staff morale</li> <li>• Corporate profile</li> <li>• Competitive edge</li> <li>• The bottom line</li> </ul> </td> <td data-bbox="975 1547 1249 1697"> <p><b>It can reduce:</b></p> <ul style="list-style-type: none"> <li>• Waste</li> <li>• Duplication of processes</li> <li>• Exposure to risk</li> <li>• Staff turnover</li> </ul> </td> </tr> </table> | <p><b>A QMS can improve:</b></p> <ul style="list-style-type: none"> <li>• Efficiency</li> <li>• Customer satisfaction</li> <li>• Product and service quality</li> <li>• Staff morale</li> <li>• Corporate profile</li> <li>• Competitive edge</li> <li>• The bottom line</li> </ul> | <p><b>It can reduce:</b></p> <ul style="list-style-type: none"> <li>• Waste</li> <li>• Duplication of processes</li> <li>• Exposure to risk</li> <li>• Staff turnover</li> </ul> |
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| <p><b>Experience</b></p>    | <ul style="list-style-type: none"> <li>• <b>International network</b></li> </ul> <p>SAI Global has extensive international contacts which can help facilitate your export requirements and enhance your reputation overseas.</p> <ul style="list-style-type: none"> <li>• <b>Wide ranging auditing expertise</b></li> </ul> <p>SAI Global employs the region's largest pool of specialist auditors, drawn from a wide range of industries and academic disciplines. When you apply for certification with SAI Global, we can match your business needs with a SAI Global auditor with relevant experience and qualifications.</p>   |   |  |

Go to [www.sai-global.com](http://www.sai-global.com) for contact details


# Pathways

## to an effective Quality Management System

Once you have a Quality Management System in place, it can be independently assessed by experts to make sure it's providing value to your business.

### Different options for different needs

All businesses are different, so SAI Global offers a variety of assessment and certification services to meet your needs.

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| <p><b>Option 1:</b><br/><b>Certification to ISO 9001</b><br/><b>Quality Endorsed Company</b><br/><b>program</b></p>  <p>#This program has been accredited by JAS-ANZ.</p> | <p>The Quality Endorsed Company (QEC) program is the broadest and most popular of the ISO management system certification options. This program includes all the features which underpin quality management because it:</p> <ul style="list-style-type: none"> <li>• is wide-ranging and flexible in application</li> <li>• takes your central business aims as its focus</li> <li>• requires that your management system contains the facility to promote both continuous improvement and a demonstrable customer orientation.</li> </ul> <p>A customised certification approach may be applied to small businesses which operate from a single work site, employ up to 10 people and have a simple or single scope. A 'simple scope' means that you are providing one single service or product and not involved in design and development as defined by the ISO 9000 Standard. For example, if you are a stockist, distributor or provider of 'low-risk' products or services.</p> <p>Organisations certified under the QEC program earn the right to display the red 'five tick' StandardsMark in their marketing, packaging and promotion.</p> |
| <p><b>Option 2:</b><br/><b>Assessment of key suppliers – second party audits*</b></p>  | <p>As well as assessing your own Quality Management System, SAI Global can independently audit the quality management performance of your key suppliers – either to ISO 9000 requirements, or your own criteria. Because when you rely on others, it's good to know that there's been no compromise on quality.</p>   |
| <p><b>Option 3:</b><br/><b>One-off assessment* – includes gap analysis</b></p> <p>*Note: StandardsMark is not available with this option.</p>  | <p>A one-off assessment can be performed for organisations that wish to have a quality audit without certification. This provides your organisation with a snapshot of how your system is meeting your needs at the time.</p> <p>It may be an assessment of your Quality Management System against a particular standard, or an industry code of practice, a specific piece of legislation or an operating licence.</p> <p>Sometimes referred to as a 'gap analysis', one-off assessments are tailor-made to suit the situation and timing of your organisation.</p> <p>You will receive a comprehensive report detailing the effectiveness of your current system in meeting the objectives specified in the audit scope.</p>  |



**Automotive industry – QS-9000 and ISO TSI 6949**



#This program has been accredited by JAS-ANZ.

While ISO 9000 can be applied to all businesses and industries, the automotive industry has some unique additional requirements. For this reason, the automotive-specific QS-9000 Standard; and more recently the new ISO TSI 6949 Standard, has been developed. This standard contains the core components of ISO 9000, plus further elements designed to ensure particular customer specific requirements are met. The new standard is recognised internationally by all car manufacturers and will gradually replace QS-9000.

Most original equipment manufacturers require that all 'first tier' suppliers are certified to QS-9000, and increasingly to ISO TSI 6949, by an independent expert such as SAI Global.

SAI Global is one of a limited number of organisations worldwide able to offer certification to the new ISO TSI 6949 Standard.

SAI Global also delivers ISO 14001 Environmental Management System Certification, which is becoming more and more popular among automotive suppliers.

**Registered Automotive Workshop Scheme (RAWS) including Quality Endorsed Company**



#This program has been accredited by JAS-ANZ.

The Registered Automotive Workshop Scheme ('RAWS'), involves the introduction of a more rigorous vehicle-by-vehicle inspection process before vehicles are eligible for supply to the market in Australia. These requirements are contained in the *Guide to the Registered Automotive Workshop Scheme* available from [dotars.gov.au/raws](http://dotars.gov.au/raws)

Whilst these requirements cover a range of issues, only those workshops which are certified to ISO 9001:2000 (including JAS-ANZ Procedure 24 which has been developed specifically for RAWS), will be eligible to receive approval under RAWS. Organisations already certified must keep their certification up-to-date to maintain RAWS approval.

To find out more about the benefits of ISO 9001 certification and the requirements to develop a system, refer to the balance of the information available in this document or contact your nearest SAI Global office.

**Other features**

• **Systems Integration**

The SAI Global Quality Endorsed Company Program integrates neatly into all other management systems including:

- environmental management systems
- food safety management systems
- occupational health and safety management systems
- information security management systems
- disability employment services standards

**Go to [www.sai-global.com](http://www.sai-global.com) for training options**

# Building a QMS

Once you've made the decision to establish a QMS, it can be difficult to know where to start. If you understand your own business, SAI Global can help you with the rest.

And remember, SAI Global offers training and support every step of the way.

## The steps for success

1

### Determine your motivation

Understand your business, your customers, other stakeholders and their requirements and identify both the short and long-term goals of your organisation.

2

### Look at the Standard

Take a look at the ISO 9000 Series of Standards, starting with ISO 9004:2000.

**Copies of the Standard are available from Standards Australia International, 1300 654 646 or [www.standards.com.au](http://www.standards.com.au)**

3

### Review your business processes

Go through your business processes step-by-step, and identify the processes which are critical to your operation.

Try to determine where your organisation is in relation to the standard's requirements, so that you can identify the areas which may need improvement.

**SAI Global will supply a self-evaluation questionnaire to help you.** SAI Global can also undertake a preliminary overview of your system, ie. gap analysis.

4

### Define your strategic goals

Think of ways to foster commitment to achieve strategic goals throughout your whole organisation.

5

### Apply the Standard

Involve all employees in the development of your QMS, to ensure that it reflects their knowledge and expertise, earns their commitment, and is relevant and achievable in practice.

Consider using sector specific and general guidance standards to assist with the development of your system. Guides are currently available for small business, financial, legal and hospitality sectors and more.

**Contact Standards Australia for details of guides relevant to your industry.**

6

### Maintain your focus on your aims

- don't deviate from well-established and proven successful practices
- do not over-document your system
- aim for simplicity at every stage.

Remember, the standard is there to help you improve!

7

### Consider external and industry requirements

While preparing your system, you may need to consider specific processes for:

- contractual requirements
- compliance with regulatory requirements
- management of risk.

8

### Maintenance and improvement

Be prepared for SAI Global to undertake periodic surveillance audits of your system.

Continue to improve your business by reviewing the effectiveness and suitability of your management system.

**ISO™  
9000  
2000**

The world is a changing place. Advances in technology and communications, and changes in community expectations, can have considerable impact on business practices and directions.

For this reason, ISO regularly reviews its standards, to ensure their ongoing relevance and that they continue to deliver significant benefits to business and other organisations around the world.

SAI Global is here to inform and assist all our clients in the process of updating existing systems and in all aspects of compliance with the new standards.

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|----------------------------------|--|--|
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Assurance Services