

# What Are Companies Doing to Promote a Culture of Quality Management?

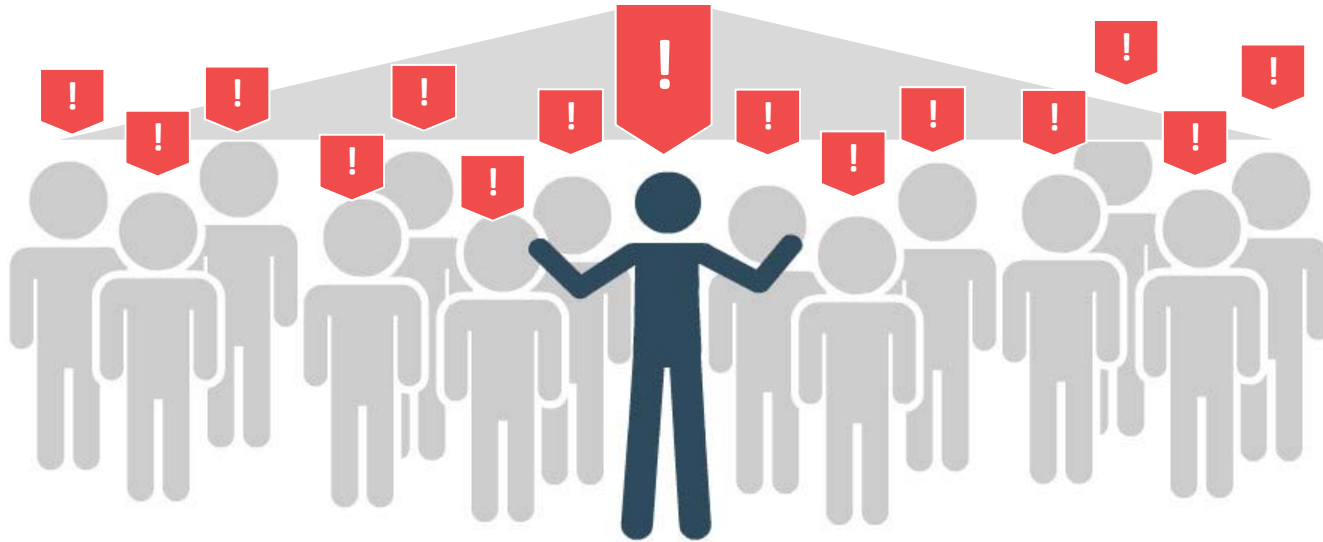
Tim Lozier, Traqpath

## AGENDA:

- The ISO 9001:2015 mindset
- How technology/automation is helping this mindset
- Point 1: Centralization of your Quality data
- Point 2: How to keep people current, updated and involved
- Point 3: Using the data to drive improvement for everyone
- How these areas impact the business and drive value

# Not just about the requirements....

## It's the mindset.



**There should be a company-wide commitment/leadership around Quality**

# Not just about the requirements....

**It's the mindset.**



Quality for "external parties" (suppliers)

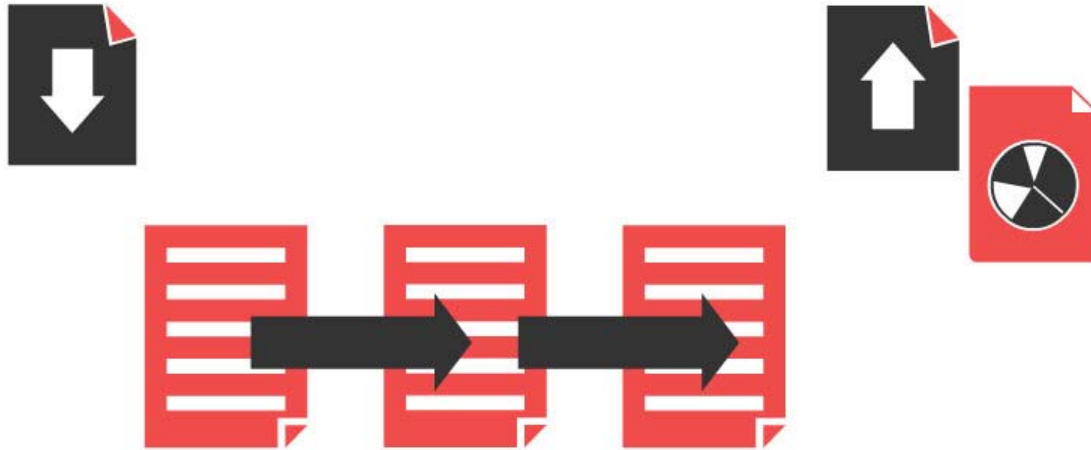


Quality for People within your company



Commitment to Quality for Customers

# Not just about the requirements.... **It's the mindset.**



**Common, standardized Processes, across the entire operation**

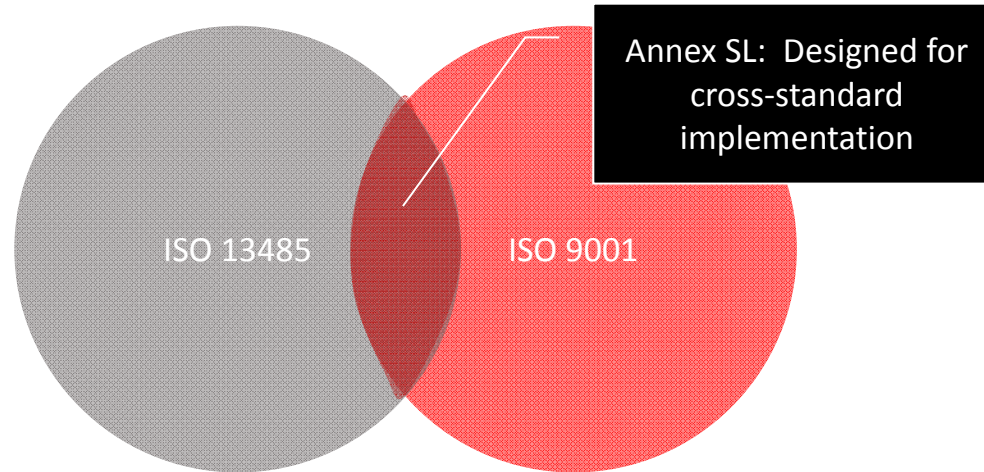
# Not just about the requirements.... It's the mindset.



Fostering Traceability throughout the process....

# Not just about the requirements....

## It's the mindset.



**Standards Designed with an Integrated approach.**

# Why Automation fits into the ISO dynamic

Quality is pervasive to the entire organization

Need centralized, common place to collaborate on Quality

Quality needs a central place to “live”

Need to build a single source for visibility and control

This new interpretation brings ISO to a new level of focus, and also recognizes the changes in technology and best practices for Quality Management.

**This is where automation impacts Quality.**



# Some ISO Considerations

## CONTEXT:

Section 4.4 : “Process-Based Quality Management Systems”

## LEADERSHIP:

No one representative; establish a focus on quality, customer and companywide commitment

## SUPPORT:

**How do we Deliver Quality?**

Focusing not only on the people but also the infrastructure

## OPERATION:

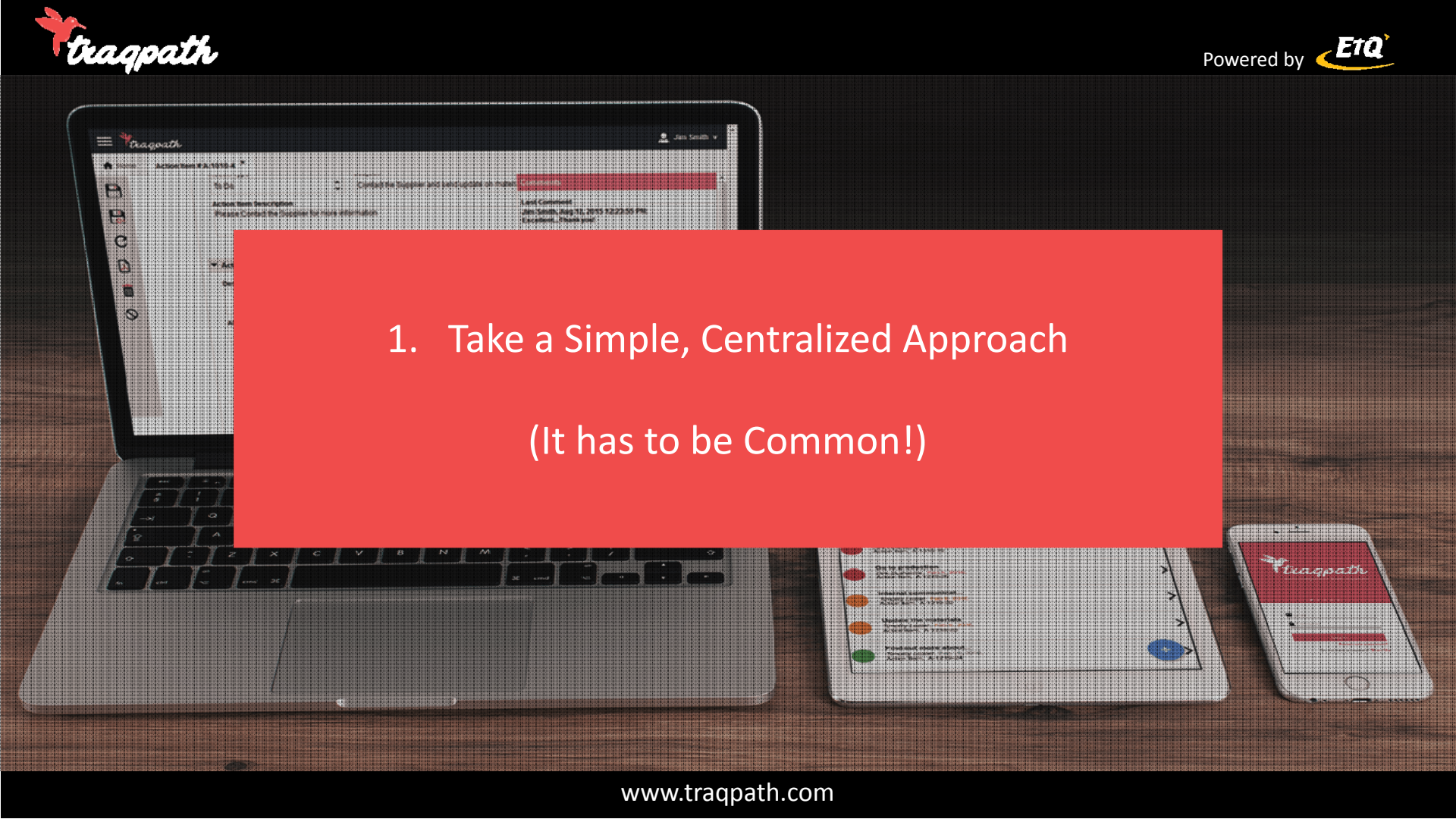
The design, source, produce and monitoring of operations – all about traceability!

## PERFORMANCE:

Sits in its own category  
“how do you build constant feedback to ensure that you are saying what you do, and doing what you say?”

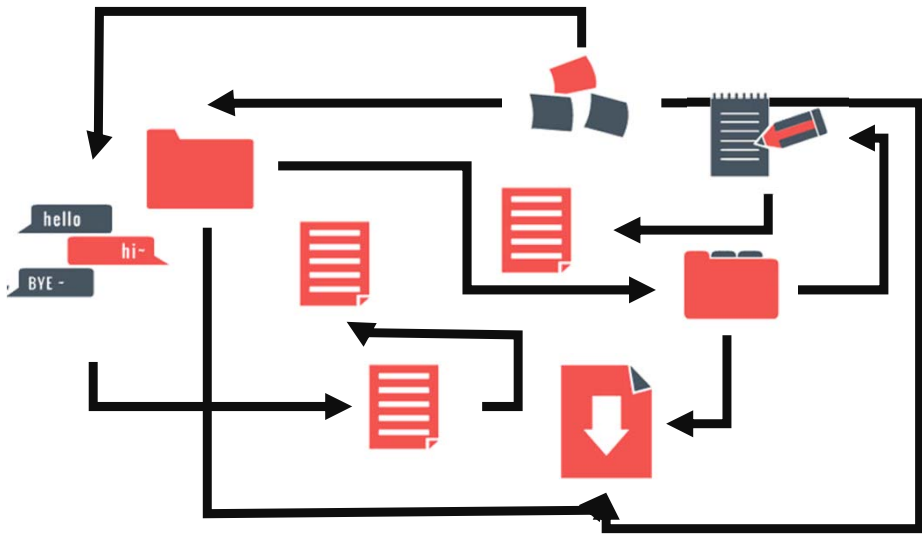
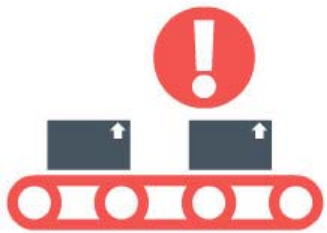
## IMPROVEMENT:

Broader scope  
**Key concept:** commitment to customer, to improvement, to companywide involvement

A laptop, tablet, and smartphone are shown on a wooden surface. The laptop screen displays the traqpath web interface with a notification banner. The tablet shows a list of items with colored circular markers. The smartphone displays the traqpath mobile app interface.

# 1. Take a Simple, Centralized Approach (It has to be Common!)

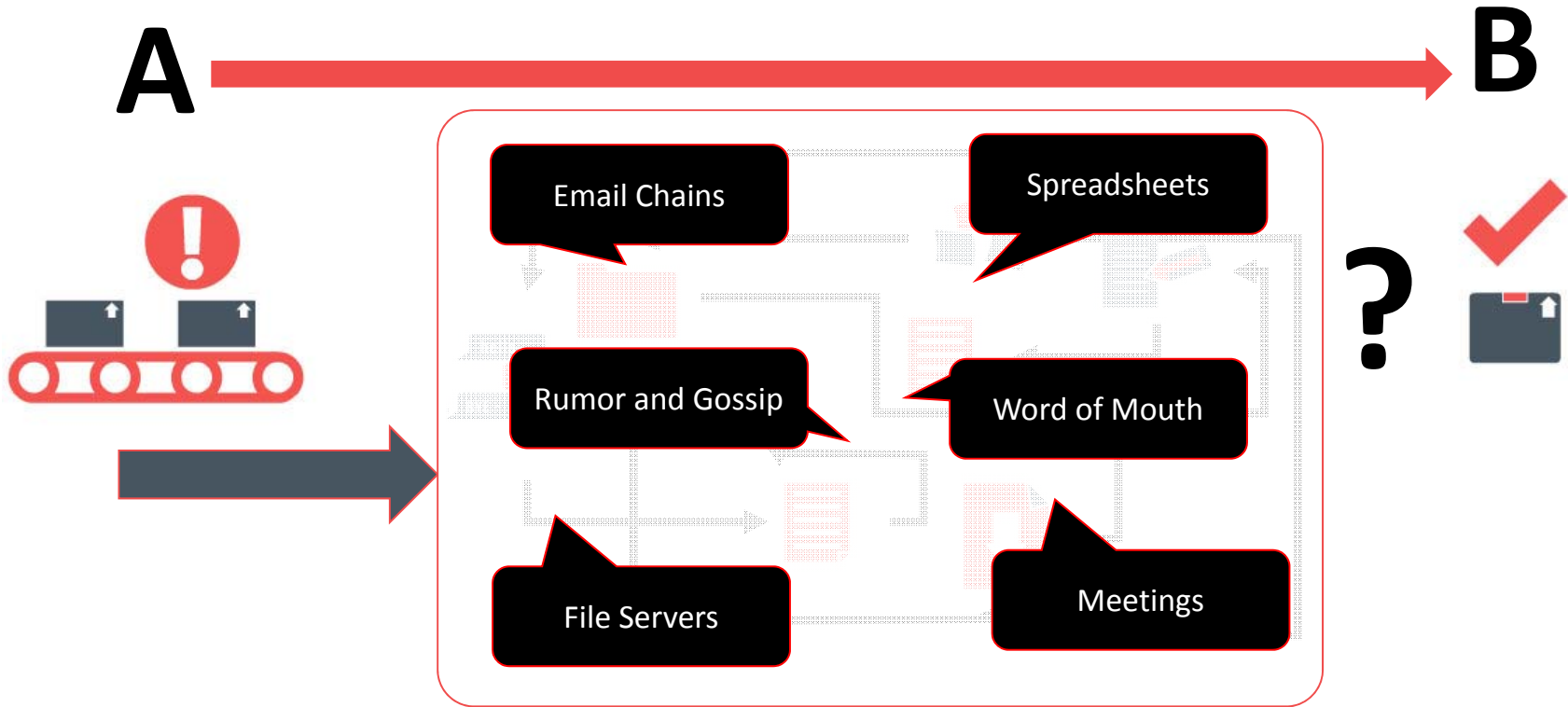
Are we making it too hard on ourselves when tracking Compliance?



?



Challenge: The conversations around compliance are disparate!



# Keep it Simple; keep it central!



One place to track EVERYTHING for Compliance!

# Common, Central “Conversation of Compliance”





Create a simple, effective way to track all compliance information

Centralize it, so there's only one place where it all lives

Stay connected, common and get a clearer picture of compliance

## 2. Get notified when quality issues arise

(Keep it Top of Mind)

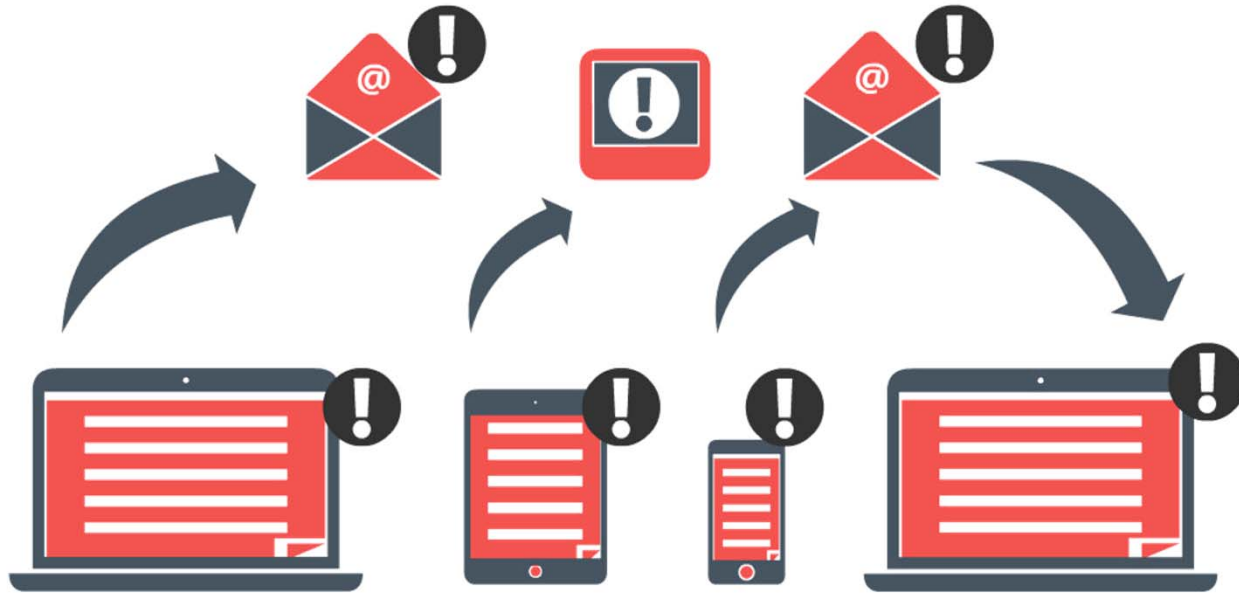


# Challenge of the “Email Chain”



Taking communication out  
of your process causes  
gaps!

# Notifications breaks the “Chain”



Using Email / Push notifications as a messenger keeps information in your QMS!

# Notifications breaks the “Chain”



Notifications should act as a “Check” to initiate action



Eliminate the confusion of the “Email Chain”

Centralize your QMS, with Email and notifications as a messenger

Focus on Quality in one place – break free from the chaos



3. Gain visibility into your QMS Data for improvement  
(Build a Culture of Continuous Improvement)

# The Culture of Quality Relies on Continuous Improvement

**A****B**

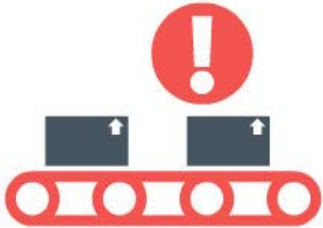
We identify a Quality event  
We respond to the event  
We take action to improve



# Challenge in Making Sense of the Data



# Centralize and Report!

**A****B**

Centralize your data in the QMS, and organize it for better reporting



# Culture of Continuous Improvement





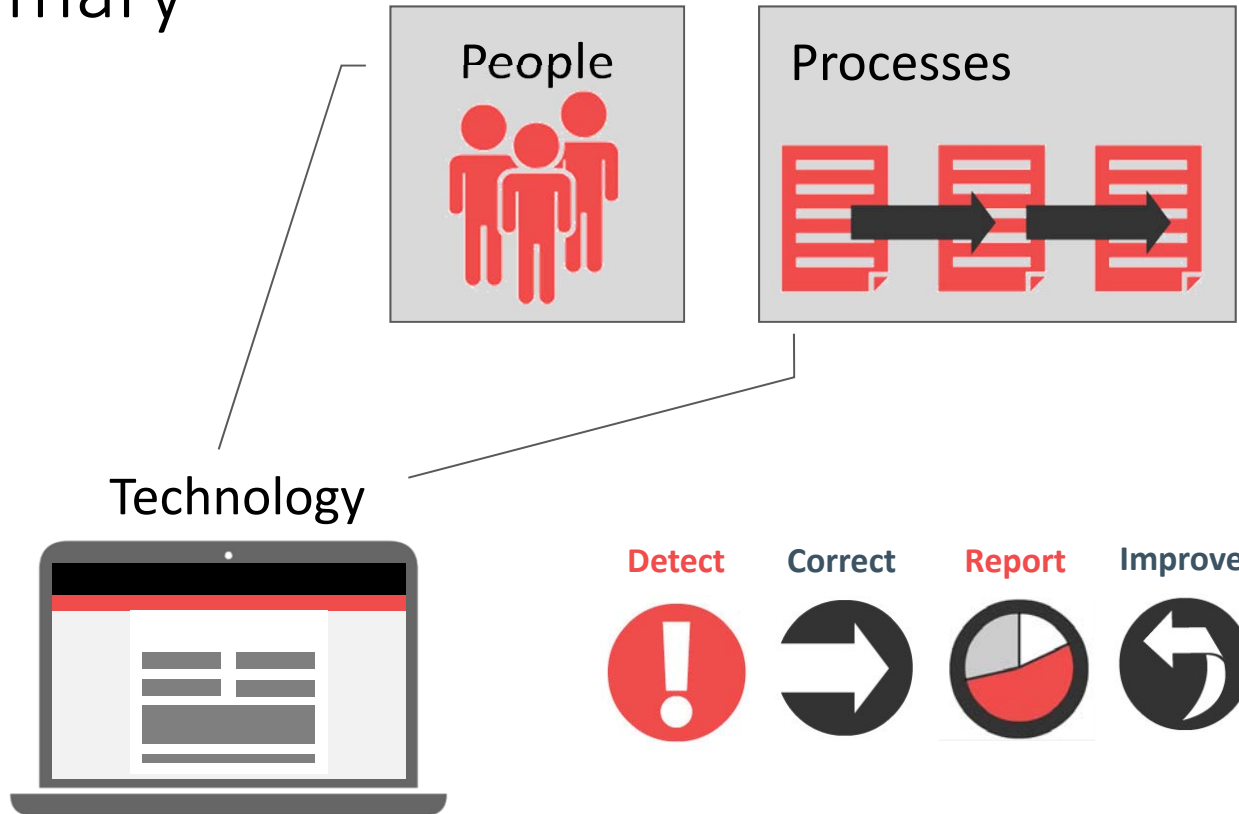
Make sense of the data with a centralized location for recording events

Organize the data with charts and reports to make better decisions

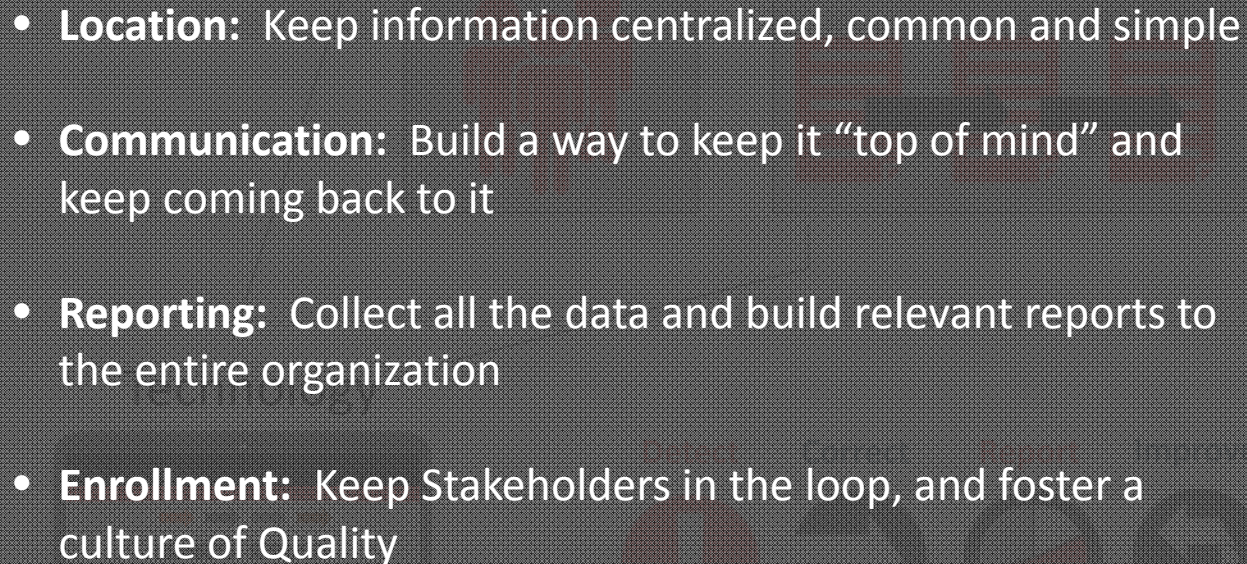
Enroll the culture of Quality with a common set of tools



# Summary



# Summary

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- **Location:** Keep information centralized, common and simple
  - **Communication:** Build a way to keep it “top of mind” and keep coming back to it
  - **Reporting:** Collect all the data and build relevant reports to the entire organization
  - **Enrollment:** Keep Stakeholders in the loop, and foster a culture of Quality

A silver laptop and a white smartphone are shown on a wooden surface. The laptop screen displays the traqpath web application interface, which includes a navigation menu on the left and a main content area with a red header. The smartphone screen displays the traqpath mobile application interface, which is a simplified version of the web application.

Thank You!  
Questions?

Check out  
[www.traqpath.com](http://www.traqpath.com)  
to see how you can keep Quality Management  
“Top of Mind”