Management System

A Management System is the framework of processes and procedures used to ensure that an organisation can fulfil all tasks required to achieve its policies and objectives. Documented information ensures that everyone is not just "doing his or her thing", that there is a defined way to complete each of the business process organization has planned, effectively and efficiently utilizing available resources. Management system ensures that all personnel are aware of their roles, responsibility and authorities for effective implementation of process including continual improvement.

Quality Management System

ISO 9001 provides a framework to achieve sustained success in a complex, demanding and ever-changing environment. Factors affecting an organization success continually emerge, evolve, increase or diminish over a period and adapting to these changes is the key for sustained success.

Organizations top management to set out the organizations strategy and policies clearly in order to get the mission, vision and values accepted and supported by its interested parties.

Processes are specific to an organization and vary depending on the type, size and level of maturity of the organization, wherein these processes including out-sourced activity, if any, need to be managed proactively, to ensure that they are effective and efficient, and managed as a process approach, which comprises a system of network of processes including its sequence and interaction.

Thus, a planned Quality Management System (QMS) provides comprehensive requirements for an organization to implement and improve performance compatible with the contractual, statutory and regulatory requirements applicable for the product and /or service.

The Implementation of Quality Management Systems is assessed, certified and monitored by independent organizations through the process of Certification.

Prepared by Technical Committee (TC) 176, ISO 9000 series of quality management system standards and guidelines have earned a global recognition as the basis for establishing quality management systems. ISO 9000 is a generic system that specifies, in very broad terms, the necessary components of a quality management system applicable to all economic sectors.

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Requirements serve as method for establishing and maintaining Quality Management System and performance improvement. ISO 9000 series is reviewed and revised to keep pace with management practices, technological development and user feedback. The last revision came out in the year 2015.

ISO 9001:2015 specifies requirements for a quality management system for any organization that
· seeking confidence in their supply chain
· complementary to product and service requirements
· pursuing sustained success and aiming to enhance customer satisfaction
· addressing risks and opportunities associated with its context and objectives
· planning continual improvement by adoption of risk based thinking in all their processes
· needs to demonstrate its ability to consistently provide products and services that meets customer and applicable regulatory requirements

Risk-based thinking which was an implied requirement in previous versions of QMS, enables an organization to determine the factors that could cause its processes and its quality management system to deviate from the planned results, to put in place preventive controls to minimize negative effects and to make maximum use of opportunities as they arise.

Risk being the effect of uncertainty, thus (any uncertainty) results in having positive or negative effects. A positive deviation arising from a risk can provide an opportunity, but not all positive effects of risks results in opportunities.

ISO 9001 has been organized in a user-friendly format with terms that are easily recognized by all business sectors. The standard is used for certification/registration and also for contractual purposes by organisations seeking recognition of their Quality Management Systems.

ISO 9001 2015 is based on SEVEN Quality Management Principles:

- Customer focus
- Leadership
- Engagement of people
- Process approach
- Improvement
- Evidence based decision making
- Relationship Management

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Above SEVEN principles manifest themselves through the four main clauses:

Context of the Organization, Leadership & Planning – defining requirements

Support – determine and establish necessary resources

Operation – establish and implement processes

Performance Evaluation and Improvement – of results

When developed, implemented and certified to ISO 9001 requirements, organizations demonstrate their commitment to meet the requirements of all interested parties, statutory and regulatory requirements and the continual improvement of performance. Continual improvement is a process of increasing the effectiveness and efficiency of an organization to meet quality policy and objectives. ISO 9001 requires that organizations plan and manage the processes necessary for the continual improvement of quality management system.

Benefits of ISO 9001 Certification:

- Motivated and competent employees
- Planned performance to achieve set target
- Documented information and processes for consistence
- Continual improvement process: Plan – Do – Check – Act
- Improved response to interested parties needs and expectations
- Safe work environment with reduced risk under controlled measures
- Employee integration through communication, information and training
- Improved acceptance of product manufactured under controlled conditions
- Improved effectiveness and efficiency in meeting planned performance levels
- Improved communication process as people work together across functions and levels
- Reduction in operating cost, product recall, warranty claims and after sales and service cost
- Opportunity for improved productivity because of implementation of validated processes, utilization of competent work force equipment, tools and instructions
- With adoption of Risk Based Thinking, Customer satisfaction grows, increasing job security for your employees and profitability for company

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ISO 9001 provides an opportunity for adoption of RBT in all their processes and improve product / service performance and enhance customer satisfaction. All businesses enterprises have been benefitted from implementation of ISO 9000 series Quality Management Systems. If an organization plans to improve internal control and seek marketplace recognition of product or service quality, ISO 9001 is a valuable tool.

IQC's global network of auditors allows organisations to work with experienced audit resources; to add value and mitigate the QMS risks and have an authenticated and credible IAF recognized Quality Management System certification.

IQC has the edge and thus provides advantage of using the wide-pool of resources and contacts for delivering cost effective and competent certification services through IQC which is an independent entity for providing accredited, value added, independent and impartial management system certification services.

IQC's group companies include the following,

- IQC Global Engineering LLC (IQC GE), registered in Abu Dhabi and accredited under EIAC for 17020, for offering Third party independent inspection, expedition and project services to oil & gas, power, engineering and industrial projects.

- IQC Global Engineering Private Ltd, registered in Bengaluru, Karnataka – INDIA, for Third party independent inspection, expedition and project QA-QC services to oil & gas, power, engineering and industrial projects.

- Neutrality for Inspection and Testing FAHHS with registered office in Amman, Jordan for offering Inspection, expediting and auditing services.

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