



**SLOVENSKA
AKREDITACIJA**

The Roads to Failure When Starting to Implement a Quality System

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Change of the title ...

The Roads to ~~Failure~~ **Success**
When Starting to Implement
a Quality **Management** System

The Roads to Success ...

- Understanding standards as records of “Good Management Practise”
- Quality Management System (QMS) as a part of an overall Management System (MS)

The Roads to Success ...

- Active involvement of the top management
- Involvement of the employees
- “With a little help from” a consultant

The Roads to Success ...

- “Establishing” QMS > “Upgrading” QMS
to be in conformity with ISO 9001 (or any other relevant standards)
- Being critical to different “external” solutions
(offered by a consultant or seen at other organizations)
- Try to find your own solution

Some problems ...

- Determination of the processes needed for the QMS
- Measurable objectives
- Understanding the difference between correction, corrective action, preventive action, improvement action
- PDCA – weak “C” and “A”
- The extent of the QMS documentation