

*About
EQC
India*

Équipe Qualité Consultants (EQC India) comprises of a team of quality professionals engaged in providing quality management and welding services for the infrastructure sector and manufacturing units.

EQC's areas of Operation of are:

- Supplier assessment, audits and development
- Review and approval of Quality Plans and Field Quality Plans
- Field Quality Audits
- Consultancy for PED certification/ CE Marking
- Welding Qualifications as per EN/ISO and ASME
- Quality Management System & IMS implementation
- Quality Improvement Studies
- Documentation & Implementation of ISO: 3834 Series for Quality requirements for fusion welding of metallic materials and EN: 15085-2 for railway vehicles.
- Technical Support and Training on Codes and standards on Steels including Chinese, Russian, Indian, EN and ASME codes.
- Technical Support, Consultancy & Training on Welding Technology, NDT, Industrial Painting, Dynamic Balancing & Engineering Materials.

EQC India was started in 2009 to provide value added quality management services to Industry.



Inspiring Quality Since 2009

New Year Greetings from Équipe Qualité Consultants.



EQC India has completed seven (7) years of its journey last month and thanks all its clients & well wishers for their support and encouragement during this journey



In the present issue of Qualité Endeavour, we cover a few tips for effective implementation of quality management system based on ISO: 9001-2015. Companies have time till September 2018 to switch over to the revised QMS standard. A summary of the most prestigious international quality awards is also listed in this newsletter.

Happy Reading!

Please do send in your comments & suggestions for improvement of the newsletter.

Editor, 2nd January 2017

NEW CLIENTS/ CONTRACTS/ PARTNERS DURING THE LAST QUARTER



SRIJAN SOLUTIONS

Five Tips for Successful Implementation of ISO: 9001-2015

An ISO 9001:2015 implementation project can be a complex and demanding process, which may take from 3 to 6 months depending on your organizational size and structure and other influencing factors. Most project managers will find many challenges during the implementation phase. What are the biggest challenges while setting up or upgradation to an ISO 9001-2015 based QMS, and how do you overcome them?, but for the new project manager implementing an ISO 9001-based system there surely must be some handy tips to help focus on the critical parts of the implementation.



Ensuring a smooth implementation

Experience is invaluable in any walk of life, and ISO 9001:2015 implementation is no exception to that. So, what advice can an experienced ISO 9001:2015 project manager give to one implementing for the first time, in order to ensure that they have the greatest chance of delivering a project effectively and on time? **Please read on!!:**

1. **Effective Planning:** This seems obvious, but lack of planning is the downfall of many ISO 9001:2015 implementation projects. Ensure that your milestones are realistic, your timescales are achievable, and that you have the resources and knowledge, whether internal or external, to achieve a smooth implementation. If you are unsure whether your timescales are achievable or not, don't hesitate to consult more experienced parties and consultants. **Good planning is the foundation** of any successful ISO 9001:2015 implementation project. Like any project, your implementation will have risks and opportunities: assess and take action logically and your project will benefit.
2. **Leadership:** This is another critical element, especially in light of the recent ISO 9001:2015 requirements. We looked at this more specifically in how to comply with new leadership requirements in ISO 9001:2015, and it is absolutely critical that you have **100% management commitment in terms of your ISO 9001:2015 implementation**. Ensuring that the organizational leaders are committed to the QMS (Quality Management System), its outcomes and objectives can help greatly to smooth the implementation for the project manager, and often his project team, especially when dealing with a complex organization or a very large number of employees.
3. **Employee Support:** Whether you view this project as a transfer of knowledge, training, or consultation, it is vital that you have a plan to get the support of the key employees and stakeholders for an implementation project. Ensure that you consult people on key changes, seek opinions and advice, and provide **clear communication** to the people affected by the changes that your project outcome will bring. Using diplomacy to ensure you receive full support for the changes that you are overseeing can make your implementation much more painless than if you fail to consider this element properly.
4. **Communication:** This is closely related to employee support, but during such a time of change it is critical that your communication is accurate, concise, time sensitive, and delivered by the correct person to give it maximum impact. The correct person may sometimes be the project manager, and sometimes organizational leaders. This means that the employees' perception of the importance of the project will be accurate.

5. **Performance Evaluation:** This is a critical method of measuring and improving your QMS. Don't wait until everything is in place to begin measuring yourself; begin as soon as is practical. Whether measuring against KPIs (Key Performance Indicators) or using your internal audit function, this is an effective method of measuring progress and performance against objectives, including your own implementation milestones, and it should be used frequently to help your organization to perform and improve itself.

These tips can help ensure your implementation if you concentrate on them, but is there anything else that can be useful to know??

Additional tips for a smooth implementation

The tips above can undoubtedly help you focus on the correct elements to ensure that your implementation goes smoothly, but a project manager will need to supplement these with good skills of the people (team) who will play a large part in the project. Explaining the principle behind ISO 9001:2015 is important, and if you can get your belief across then you can go a long way towards gaining the trust, belief, and support of the employees and stakeholders. When you can achieve this, you can use the elements of planning, leadership support, employee support, communication, and performance evaluation to bind your project delivery together and keep it on track.

Risk-Based Thinking and ISO 9001:2015

Risk is not a straightforward concept. Definitions of risk vary, even within documents published by the International Organizations for Standardization (ISO). One ISO definition indicates that risk is the "effect of uncertainty on an expected result." Risk is now addressed by ISO 9001:2015, "Quality management systems—Requirements," In it, organizations are asked to "address risks and opportunities."



ISO 9001:2015 requires companies to address risk and opportunities as they relate to QMS processes (Clause 4.4.1), planning (Clause 6.1), and product risks (Clause 5.1.2). The effectiveness of risk management and opportunities for analysis must be evaluated (Clause 9.1.3). Also, the effectiveness of the actions associated with objectives or planning must be included in the management review (Clause 9.3.2).

ISO 9001:2015 is about delivering satisfaction to customers and happy customers usually make for a settled and happy workforce. This vision, along with the tips above, can help guide you through your implementation project.

QUALITY AWARDS

The most widely-recognized international quality awards are the Deming Prize (the first of its kind) and the EFQM Excellence and Malcolm Baldrige National Quality Awards (due to their size). The national quality award phenomenon grew out of the Total Quality Management movement of the 1980s.

Listed below are some of the prominent global quality awards.

Name	Region	Country	Administering organization	Year first awarded
Australian Business Excellence Awards	Oceania	Australia	SAI Global	1988
Deming Prize	Asia	Japan	Union of Japanese Scientists and Engineers (JUSE)	1951
EFQM Excellence Award	Europe	Multiple	EFQM	1992
de:Ludwig-Erhard-Preis (ILEP)	Europe	Germany	de:Deutsche Gesellschaft für Qualität and Verein Deutscher Ingenieure	1997
Malcolm Baldrige National Quality Award	North America	United States	National Institute of Standards and Technology	1988
Prix France Qualité Performance	Europe	France	Association France Qualité Performance	2000
Rajiv Gandhi National Quality Award	Asia	India	Bureau of Indian Standards	1992
Russian Government Quality Award	Europe	Russia	Secretariat of the Russian Government Quality Award Board	1997
UK Business Excellence Award	Europe	United Kingdom	British Quality Foundation	1994

Source : Wikipedia

Équipe Qualité Consultants also provides consultancy and customized training for QA, QC/ Inspection/ Welding/ Engineering / Power Professionals/ Fabricators in the following areas:

1. Welding Technology & Consumables	2. Welding Qualifications as per ASME IX
3. Welding Qualifications as per EN/ISO	4. Engineering Materials - Steels
5. Welding Certification as per ISO: 3834	6. Railway Certification as per EN: 15085-2
7. Quality Management System/IMS	8. Factory Production Control (FPC) for CE
9. QA/QC for Chinese Power Equipment	10. Industrial Painting Systems

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