

Package E

Quality Management Review

Introduction

The primary goal of any business must be to provide the highest quality of products and services to satisfy the requirements of its customers. Effective quality management can ensure that your business meets both the requirements of the organisation and that of its customers.

As competition in the market continues to intensify, it is important for businesses to have quality management systems in place to gain a competitive edge. Certifications such as ISO 9001 not only certify awareness of a company's continuous efforts to improve quality standards but also become a differentiating element.

Quality management can ensure that the organisation requirements can be met at an optimum cost and with the efficient use of the available resources (materials, human, technology and information). Customers can have confidence in the ability of the organisation to deliver the desired service that consistently meets their needs and expectations.

In carrying out this quality review GroundsConsulting will examine activities that direct and control your organisation, in order to continually improve the effectiveness and efficiency of its performance.

These will include:

- Managing people, competencies and training needs
- Managing Customer Requirements
- Planning Logistics
- Managing Service Delivery Processes
- Corrective and Preventive Actions
- Auditing
- Management Review



Methodology

In carrying out this quality review GroundsConsulting will speak to key contacts within your organisation and review your documentation. We will examine the following:

- Quality Management Systems
- Contract standards/specification
- Results of Audits
- Site monitoring procedures
- Issuing of penalties such as defaults and rectifications
- Service Level Agreements and Key Performance Indicators
- Customer Satisfaction Surveys
- Complaints and feedback
- Sub contracted works
- Staff training and competencies
- Procurement i.e. evaluation of suppliers, purchasing
- Asset management

GroundsConsulting will write a summary report of our findings which will measure the quality performance and detail areas for improvement.

Additional Services

The team have many years operational experience in the delivery of quality management and can offer additional bespoke services to compliment this package.



These include:

- Develop/review service level agreements
- Develop/review key performance indicators
- Specification development/review
- Development of Risk assessments
- Staff training
- Review job descriptions
- Carry out staff appraisals
- Audits
- Management reviews
- Assist you to obtain ISO 9001 Quality Standard accreditation