

ISO 9001:2015 From Compliance to Performance

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Managing Growth



Strategies to Manage Risk & Grow Profitably



Quality or Business Management System?

- ❑ Besides customer requirements, why are you using ISO?
- ❑ How many managers would say ‘I use ISO because I have to?’
- ❑ As the company leader, how do you want your employees and managers to answer the question?

Business Management System

A well implemented quality management system is seamlessly integrated into the business' activities.

“It is the way we do business....”

Process

- ❑ If you can't describe what you are doing as a process, you don't know what you're doing.

W. Edwards Deming

<http://www.brainyquote.com>

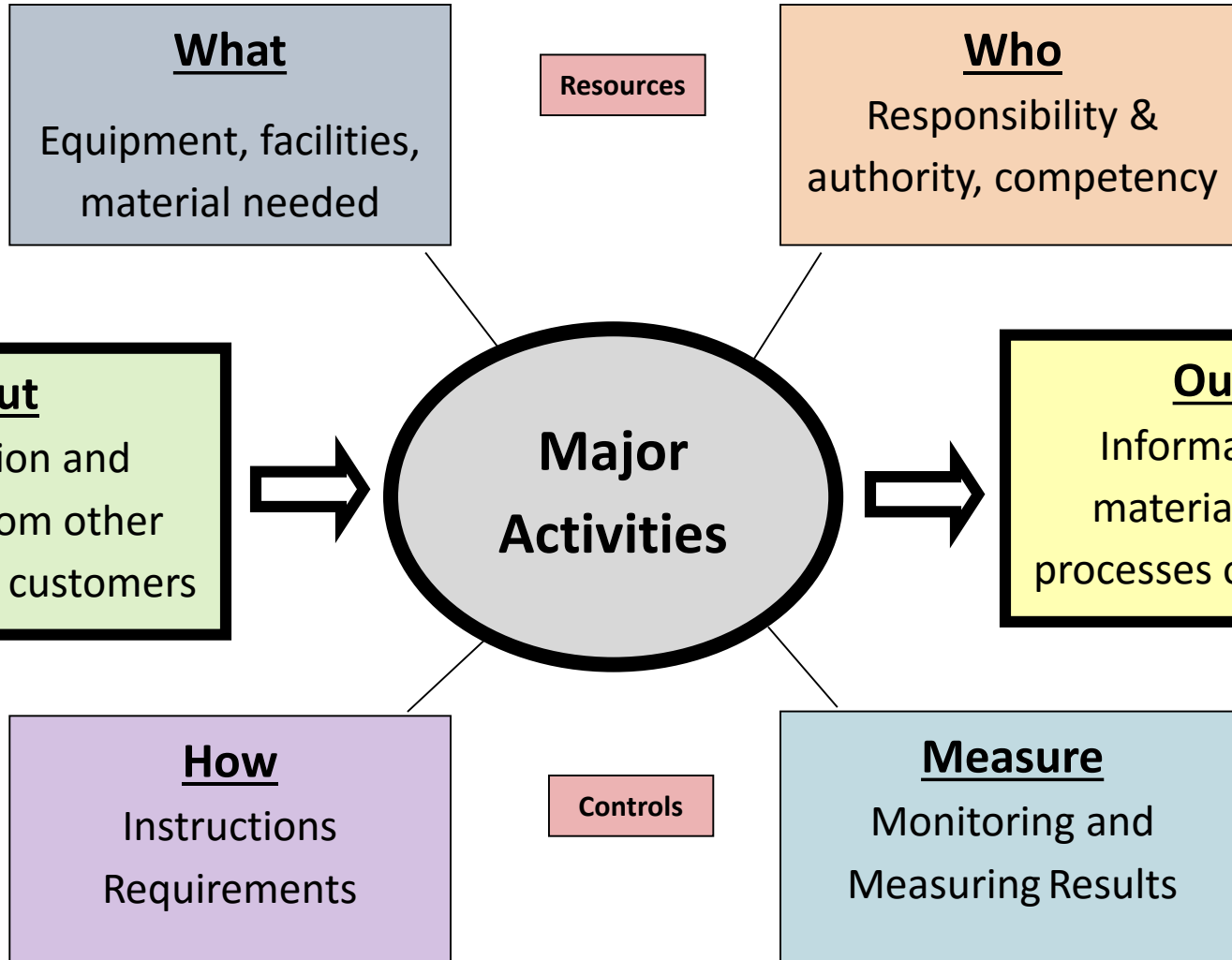
- ❑ Every organization is a system, and as a system it is perfectly designed to produce the results it is producing!

<http://theexecutiveperspective.com>

Risk and Process

- ❑ A reliable process is low risk, and risks that do exist are easy to quantify.
- ❑ Processes that are less reliable have more risk.
 - ❑ Poor processes require micro-management and firefighting.

Processes



ISO 9001

- ❑ Strong procedures are just the start
Quality Management Systems...
- ❑ Key process measures
- ❑ Internal audits, corrective actions
- ❑ Management review

ISO 9001:2015 Release

- ❑ Leadership responsibilities
- ❑ Emphasizes process effectiveness
- ❑ Evaluate risks and opportunities
- ❑ Manage institutional knowledge

Thank You

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