



QUALITY MANAGEMENT SYSTEMS

1-PAGE EXPLANATION
1-PAGE PRACTICAL

A QUALITY MANAGEMENT SYSTEM EXPLAINED IN 1 PAGE



A Quality Management System (QMS) showcases the status of your company at any given moment in time. It details the entire company and issues such as governance, policies, personnel, protocols and procedures, et cetera. So it is about much more than the quality of your product/service or your financial status, because this depends on the quality of the rest of your business operations.

You build a QMS as follows:

- Start with your mission, vision en core company values - what, why and how?;
- Check the (legal) frameworks within which you are operating and what criteria you have to meet;
- Check the interest of your stakeholders/customers;
- Determine the risks that exist for your company and how you want to mitigate those.

On the basis of the above, determine what you need in terms of policies/procedures/protocols etc. to be able to guarantee you deliver according to what you are required and want to deliver. Record all this in a Quality Manual.

Then draft the documents you need and keep track of all updates via revision management. Finally, monitor continuously whether your QMS and practice still match, adjust where needed and report at least yearly.

Download the **Quality Management Guide** for further explanation and practical actions to start building your own KMS to make your startup/scale up sustainable.

PASSION4QUALITY
CONSULTING

PRACTICAL EXERCISES AND CONCRETE ACTIONS

Quality sounds like a big thing, but it starts small. A Quality Management System is simply a way to get better at what you are doing. Whether you just started your business or whether you have already grown into a team: quality does not come about on its own. But you also don't need to make it more complicated than necessary.

A QMS is a set of agreements, working methods and feedback moments that help you:

- get clarity on what it is you are trying to achieve;
- to determine how you are going to do that;
- and especially: to keep learning and improving.

Moment of reflection

Start by asking yourself the following questions:

1. What do we mean by quality?
2. How do I know that we do what we say we do?
3. What and how do we learn from what goes wrong?

3 concrete actions to start with

- ✓ Describe what your company wants to be good at in 1 sentence
- ✓ Determine how you will know if you succeed (customer reviews, stats, feedback?)
- ✓ Schedule a moment each quarter year to reflect: what went well? What should we improve?

Do you want more content and immediate action?

Download the **Quality Management System Guide** and the **Workbook QMS** for practical explanations without jargon and with concrete action points.