

Benefits

Greatest Areas of Improvement:

- Improved Customer Satisfaction
- Increased Productivity
- Reduction in Error Rates
- Reduction in Cost of Quality
- All statistically significant

Quantified Benefits

- 67% improvement in customer satisfaction
- 57% stated improved quality of services
- 60% realized improved productivity
- 51% had more retained customers
- 48% had improved bottom line
- 37% realized greater market share
- 52.2% overall Rate of Return on Investment

Our Track Record in ISO 9001 Assignments

- More than 135 certification assignments.
- First ISO 9001 certificate in Sri Lanka
- First and only consultancy firm in Sri Lanka to obtain certificates from all the active accreditation bodies in Sri Lanka.
- Wide spectrum of industries including Ship repair, hospitality, transport, wide range of manufacturing units, information technology, health care and etc.

Some of Our Customers

- British American Tobacco – 15 Assignments
- John Keells Group – 13 Assignments
- Hayleys Group – 16 Assignments
- NDB Bank – 5 Assignments
- Nawaloka Group – 6 Assignments
- CT Group – 7 Assignments
- MAS Holdings – 7 Assignments
- Mackwoods – 7 Assignments

By Your Side Right Along

Quality Management System

Management by Measurements

Customer Orientation



ISO 9001:2008

- International standard for Quality Management Systems
- Adoptable by any organization.

The Quality Management System - What Do We Offer

Process & System Approach

- System Study and Gap Analysis against ISO 9001:2008 requirements
- Identifying new processes required, changes to processes required
- Develop Process Interaction Diagram
- Defining process through Twelve Characteristics of a process
- Document Processes
- Develop the system using processes

Measurable Quality Objectives

- Develop top line Quality Objectives
- Using Cause & Effect Relationship to identify and link top line objectives with functional objectives, sectional objectives, team objectives and individual objectives.
- Develop targets for each Quality Objective along with initiatives to achieve Quality Objectives.
- Develop a process to manage Quality Objectives and achieve Quality Objectives.

Measured & Monitored Processes

- Identify Measurements of performance of each process
- Identification of measurements in respect of different processes in the Quality Management System along with the responsible persons, frequency of measuring/monitoring
- Identify information requirement of Process Monitoring
- Develop rational mechanisms of generating the information (Information Flow).

Comprehensive Set of Documentation

- We develop Policy Manual, Process Documentation and Forms and Work Instructions
- We prepare departmental unit handbooks
- These Unit Handbooks details out different steps required by activities required to fulfill a process.
- Some examples for this documentation would include a) Trouble Shooting a Machine b) Test Method required by an inspection c) Methods to refund money on a customer complaint.

Training of Internal Auditors

- We conduct in depth training of the team of internal auditors.
- This training includes knowledge on ISO 9001:2008 standard as well as internal auditing.
- During the training practical exercises are also given.
- Auditors are trained to audit Quality Management Systems where processes approach is used along with management by measurements concepts.

Carry-out Surveys

- We design and provide Employee Satisfaction Surveys
- We conduct Employee satisfaction surveys
- We design Customer Satisfaction Surveys
- We execute Customer Satisfaction Surveys
- As part of this assistance we analyze the information gathered and provide you with actionable summaries.

Training on ISO 9001: 2008

- We train the top team to ensure that the maximum benefit from ISO 9001 certification is obtained.
- We train entire organizations on ISO 9001: 2008 standards.
- For the training sessions booklets on ISO 9001:2008 in English and in Sinhala are being provided.
- In addition to this we provide Questionnaires to test and consolidate knowledge gained.

Implementation Assessment

- We train your staff to implement the Quality Management System
- We participate at meetings to discuss implementation related aspects.
- We conduct process by process and/or function by function reviews on implementation
- Wherever once only activities are involved and your team needs assistance in implementation we would be only too glad to assist.



Fundamental Considerations in our methodologies

- We consider all our customers to be unique business organizations with unique requirements.
- Hence we are committed to provide a well thought out unique solution.
- You want to ensure proper implementation of our suggestions accepted by you
- You want to ensure that you reap full benefits from the program

How do we match above considerations?

- We believe in boundary less collaboration
- We provide a Quality guarantee which has stood over 135 certification assessments
- A strict compliance to our ethical statement
- Enduring commitment to improvement of knowledge and experience
- We consider listening to be an important way to understand your uniqueness
- Never to dictate methods to be employed
- Being Flexible-Creative-Patient

