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Public Sector Organizations and ISO 9000:2000 QMS

March 20, 2003

Canada 

Experience and excellence

Expérience et excellence



Outline of Presentation

PART I

- ✓ What is CGSB?
- ✓ CGSB 184.1
 - Scope of Guideline
 - What is ISO 9000
 - Why use ISO 9000
 - How to implement ISO 9000
 - Appendices
- ✓ Summary
- ✓ Additional Information

PART II

- ✓ RPS Implementation Experience

CGSB Experience

- ✓ Over 65 years of experience
- ✓ Over 1300 standards and specifications
- ✓ Large variety of subject areas
- ✓ Active participant in NSS
- ✓ Other standardization programs and experience

CGSB's Role

Facilitate and manage the development of a voluntary consensus standard by using a balanced committee of experts.

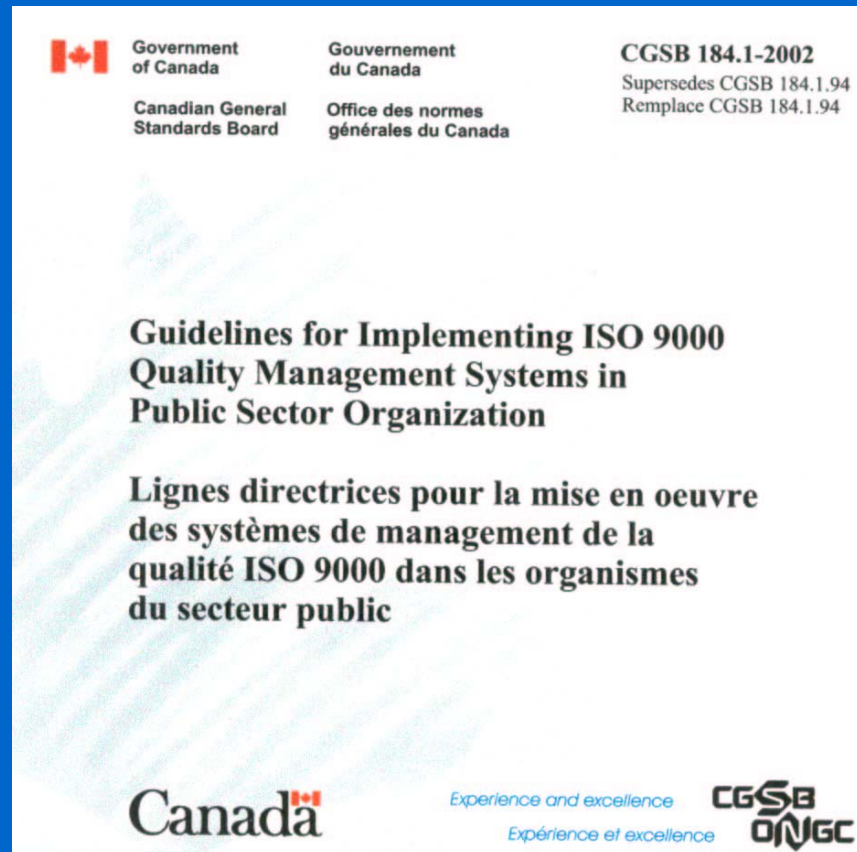
Why do standards exist?

- ✓ Quality, performance, reliability
- ✓ Safety and environmental protection
- ✓ Means of communication
- ✓ Establish fit and interface
- ✓ Limit choice and reduce unnecessary variety
- ✓ Provide solutions

SDO Requirements

- ✓ SCC criteria for accreditation
- ✓ Other SCC requirements
- ✓ Participant in NSS
- ✓ Federal Government requirements
- ✓ Policies and procedures
- ✓ Organizational structure
- ✓ Costs and resources

CGSB 184.1



Scope - CGSB 184.1

- ✓ This standard provides guidelines to help public sector organizations implement a quality management system based on the internationally recognized ISO 9000:2000 standards.
- ✓ CGSB 184.1-1994 revised as a result of the significant changes incorporated in 2000 version.

Concepts and Principles

- ✓ User friendly – written in plain, simple language
- ✓ QMS focused on ISO 9000:2000
- ✓ Elaborate on:
 - What is ISO 9000? (Part 1)
 - Why use ISO 9000? (Part 2)
 - How to implement ISO 9000? (Part 3)

Part I – What is ISO 9000?

- ✓ Introduction
- ✓ Concept of Quality Management System (QMS)
- ✓ Development of ISO 9000
- ✓ ISO 9000:2000 Standards
 - based on eight quality management principles
- ✓ Structure
- ✓ Relevance of ISO 9000 Standards to the Public Sector
 - clients/citizens satisfaction
 - measurement of satisfaction level
- ✓ Registration

Part 2 – Why Use ISO 9000?

- ✓ Introduction
- ✓ Proven Sustainable QMS
- ✓ Public Service Interest in ISO 9000
- ✓ ISO Quality Management Principles
- ✓ Benefits of Implementing ISO 9000
 - Client Related Benefits
 - Employee Related Benefits
 - Organization Related Benefits
 - Community Related Benefits

Part 3 – How to Implement an ISO Compliant QMS

- ✓ Introduction
- ✓ Thoughts on Managing the Implementation
- ✓ Proposed Implementation Steps
- ✓ Prepare the Foundation
- ✓ Secure Management Commitment
- ✓ Establish a Preliminary Implementation Plan
- ✓ Conduct Gap Analysis
- ✓ Finalize Implementation Plan

Part 3 (cont.)

- ✓ Address the Gap (Implementation)
- ✓ Conduct QMS Review(s)
- ✓ Assess QMS by a Third Party (Optional)
- ✓ Celebrate the Successful QMS Implementation
- ✓ Sustain and Improve
- ✓ Conclusion of Part 3

Appendices

A - Quality Management Principles

B - The ISO 9000 family

C - Customer Services

D - PDCA Cycle

E - Quality Management Representatives

F - Communication-Related Processes

G - Continual Journey

H - Web sites and Reference Materials

Summary

- ✓ Development of an implementation plan unique to the organization. Will vary according to the size, regional distribution and complexity
- ✓ Guideline proposes 11 steps; however the actual number of steps and the sequence of the steps must be decided by management following review of what will be organization's best interests (needs and operations).

Summary (cont.)

- ✓ Visible commitment of top management and its active participation during the development, implementation and on going improvement processes – essential to the eventual success of the exercise
- ✓ Effective and frequent communication – essential to the overall success of the project
- ✓ The eight quality management principles remain the foundation of ISO 9000:2000 (Appendix A)

For Additional Information

- ✓ CGSB Website: <http://www.pwgsc.gc.ca/cgsb>
- ✓ Information on CGSB
 - Catalogue of standards
 - Complete text of program lists
 - General Email: (ncr.cgsb-ongc@pwgsc.gc.ca)
 - Phone: (819) 956-0425 or 1-800-665-2472
 - Fax: (819) 956-5644

Critical Success Factors

- ✓ Senior Management Commitment & Ongoing Involvement
- ✓ Resources & Tools to Implement
- ✓ Employees Buy-in and Ownership of Processes
- ✓ Document “How we do our Business’ and then Implement Continual Improvement Process
- ✓ Keep Documentation Simple and User Friendly

Management Awareness

- ✓ At least 3 sessions- 1/2 hour, 1 1/2 hours and 1/2 day
- ✓ Explore Relationship to the Strategic Plan and Business Plan

The Quality Journey

Framework for Quality Management

The Quality Journey

Management decision to focus on:
1. customer requirements, 2. process approach,
3. framework for continual improvement



Formation of a Steering Committee

- ✓ Democratic Process- Basis for Implementation for:
 - Training
 - Selection of Consultants
 - Selection of a Registrar
 - Communication Strategy

Effort Co-ordination

- ✓ Appoint a National Program Coordinator
- ✓ Steering Committee Mgt. Minutes, Decisions and Communications
- ✓ Co-ordination of Progress Monitoring
- ✓ Guidance
- ✓ Internal Audits
- ✓ Performance Indicators

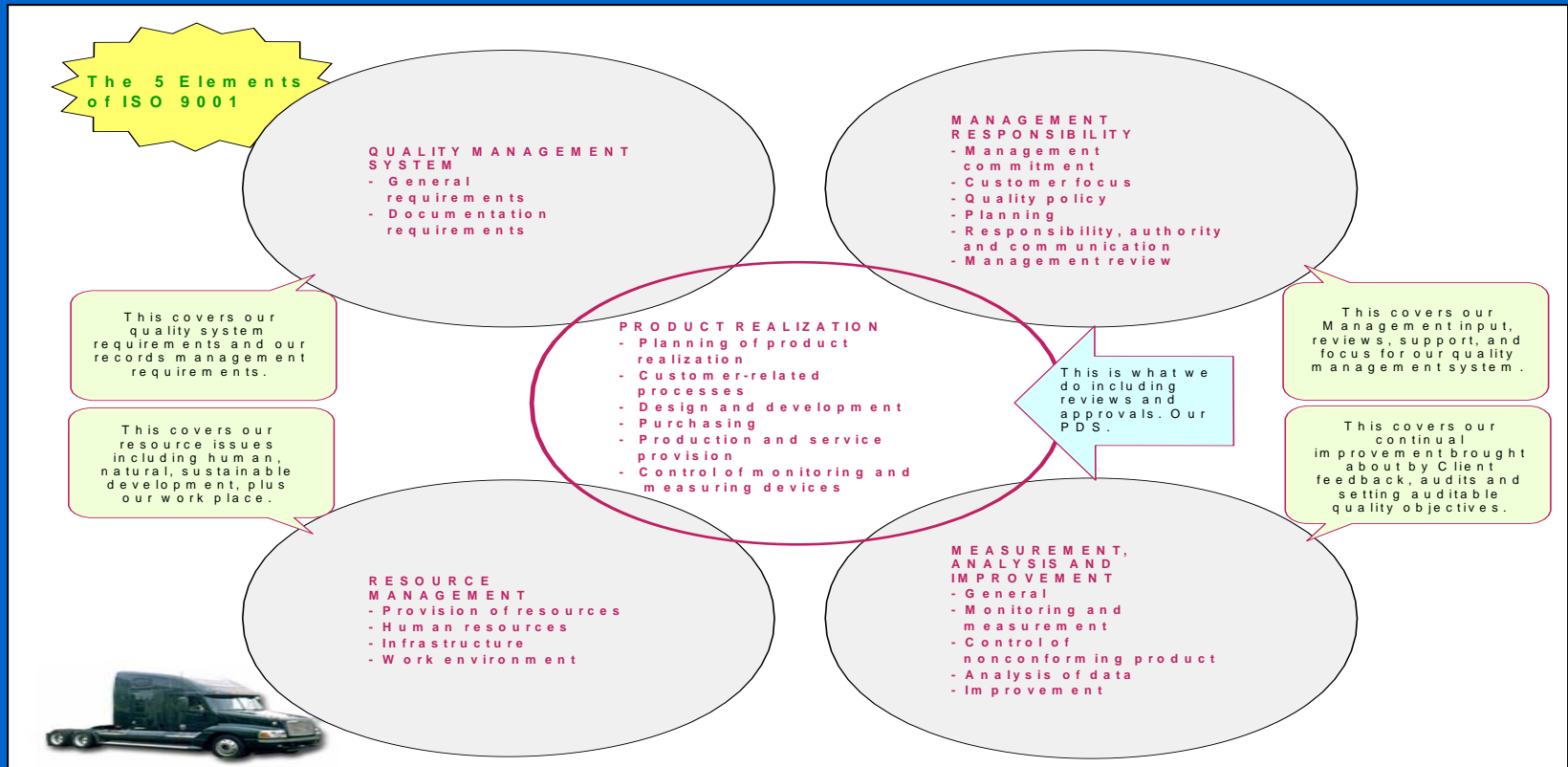
Initial Issues – Multi-Provincial/ or Multi-Site Implementation

- ✓ Issue of Consistency
- ✓ Quality Policy
- ✓ Scope of Registration
- ✓ Appointment of a Management Representative
- ✓ Flow Charting of Procedures
- ✓ Electronic vs Manual Document Control – Policy, Procedures, W.I ,Forms
- ✓ Resources

Staff Issues

- ✓ Staff Awareness and Education Sessions & Scheduling
- ✓ Staff Involvement – Training of Internal Auditors
- ✓ Communication, Reminders & Encouragement by Top Management

Nutshell Version of ISO 9001:2000



In Progress/ After Registration

- ✓ Continual Improvement Committee
- ✓ Consistency Issues
- ✓ Scope Creep
- ✓ Cost of Poor Quality
- ✓ Surveillance Reporting – Management Reviews; Lessons Learned; Training of New Recruits; Analysis of Objectives; Performance Indicators and Communication & Publicity within the Department

New Prospects

The Quality Journey Continues and

Others Want to Join in.....

If Benefits are Documented and Communicated.