



quality





maintaining a QMS

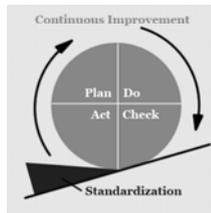
edith coonen



after all the work has been done...

maintaining a QMS – how?

Plan-Do-Check-Act (PDCA) cycle



QMS

dynamic system

constant tuning to the needs of those who work within it

reviewing a QMS

- audit (internal/external)
 - full system review at fixed intervals (annual)
 - re-assessment of procedures, work instructions and day-to-day working practice (on-going)
- complaints
- management review
- third party surveillance (colleagues / quality professionals)
- participation in quality schemes

maintaining a QMS – why?

write what you do

do what you write

prove that you do what you write

maintaining a QMS – why?

write what you do

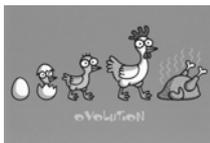
do what you write

prove that you do what you write

is what you do the best you can do?

maintaining a QMS - benefits

continuous 'evolution' of the system



benefits

- improve quality system
 - standardisation of working practice
 - better validated and more reliable service / products
- increase effectiveness of system both from patient and user viewpoint
- make more usable

active process

- maintain a quality culture ('quality matters')
- continuous education/motivation of all personnel (winning hearts and minds)

after all...

'Quality means doing it right when no one is looking'

'Henry Ford (1863-1947); American founder of Ford Motor Company