

Master Mind Session 10X Series

Make ISO 9001:2015 Quality Management System to work for you

AUTHOR & FACILITATOR

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CONSULTANT: BPR, WCM, TQM, TPM, LEAN, 5S, VE, WM, ISO Series, etc.

Why Seechange Consulting ?

- *If your business is Growing, You would need a Sounding board and SEE CHANGE CONSULTING does exactly that.*
- *If you are at Critical Times in Business, You must need a Buddy, which is precisely facilitated by SEE CHANGE CONSULTING.*
- *See Change Consulting has built a unique Model to deliver host of services to MNCs Clients and all the way to deliver services to MSMEs with equally competent experts and expertise built over the decades. This rare combination is the reason why See Change Consulting is successfully engaged in client assignments across PAN India.*
- *See Change has a smart business model and has roped in 100+ experts from various fields who work on a project basis. They help MSMEs overcome the topline and bottom-line challenges, raising funds, working on the capital issue, gaps in marketing and sales. By designing a complete platform for MSMEs to decide where they are and where they want to go to grow, we bring the subject experts, create the solutions and bring our panel of experts together. On an average, we engage 4-8 consultants depending on the project. Today,*
- *See Change is also being invited by some of the BIG 4 Organisations for some project specific engagements. Aiming high, See Change has a vision of becoming the No. 1 strategic consulting company for MSMEs by 2020.*



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About the facilitator Mr. V. Ramavallabhan

Background:

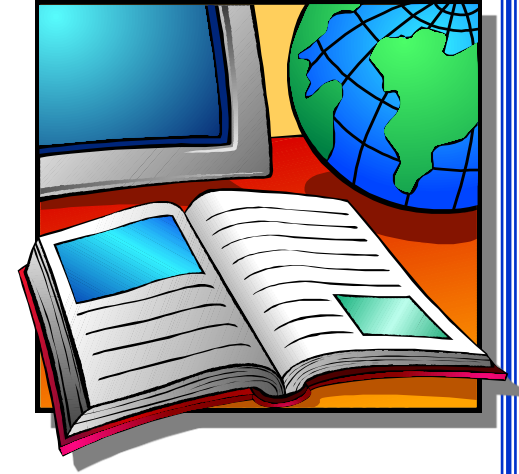
- *Physics Graduate with Post Graduate Diploma in Master of Business Administration (PGDMBA), Diploma in Production Management (DPM).*
- *Certified Lead Auditor – ISO 9001:2000 (IRCA) ISO 9001: 2008(RABQSA), ISO 9001:2015 (IRCA & Esemplar Global) ISO/TS 16949 (SMMT-IF IATF & AIAG), IATF 16949 (AIAG) AS 9100C (RABQSA), TL 9000(QuEST), ISO 14001 (IEMA), OHSAS 18001 (IRCA), ISO 45001 (IRCA), ISO 27001 (NABET) and ISO 50001 (BSI).*
- *VDA 6.3 :2010 & 2016 Process Auditor (VDA-QMC, Germany)*
- *Certificate of Lean Competency – Lean Manufacturing from QCI.,*
- *Master Trainer – ZED (QCI)*
- *Certified IPC Specialist : IPC/WHMA-A-620 Requirements and Acceptance for Cable and Wire Harness Assemblies.*

Key Attributes:

- *Over 2 decades exposed to Multi Branches of industries namely Electrical, Electronics, Mechanical, Plastics and sophisticated screen printing, in the areas of R & D, Manufacturing, Quality, Reliability, Supplier Development, Product Transfer, Agency Approvals, Customer Support, Process Engineering, Etc.*
- *Over 1 decade in Training and Consulting*
- *Traveled to countries like Singapore, USA and Srilanka for New Product development, Supplier development, Product Transfer, Training & Development of the employees.*
- *His excellence in man management during his corporate life has lifted him to great heights.*
- *His interpersonal relations and easy access among various levels of the organization he is working with is a great advantage.*
- *Presented papers in International seminar on various topics like TQM, Global Warming, etc.*
- *Currently since the year 2005 offers Training (Technical & Soft skills) and Consulting. The training sessions are handled in 3 languages namely, Tamil, Hindi and English. Covered 1000s of participants through out India.*
- *On Consulting, completed and working on various projects on BPR, TQM, Quality Circle Consulting including preparing the team members for competition, Jury in Quality Circle Competition, Product Transfer, 5S, VE, Kaizen, Facilitate Documenting, Implementing and Certification of ISO 9001, ISO 14001, OHSAS 18001, ISO/TS 16949, ISO/TS 29001, etc.*
- *The industries trained and undertook projects include Automobile, Electronics, Electrical, Mechanical, Plastics, Casting, Forging, Printing, Cement, Sugar, Rubber, Chemical, Construction, Fabrication, Heavy Engineering, Shipping, Garments, FMCG, etc.*
- *His approach on implementing system will be Simple, Practical, Cost effective most importantly focusing on most appropriateness that benefits the organization towards Return on Investments (ROI).*
- *Awards: Received Awards for best Soft Skills and Corporate Trainer.*

OBJECTIVES :

1. To provide an overview on how ISO 9001 : 2015 Quality Management System help an organization's existence and provide sustained growth.
2. Further how to make it work for you.

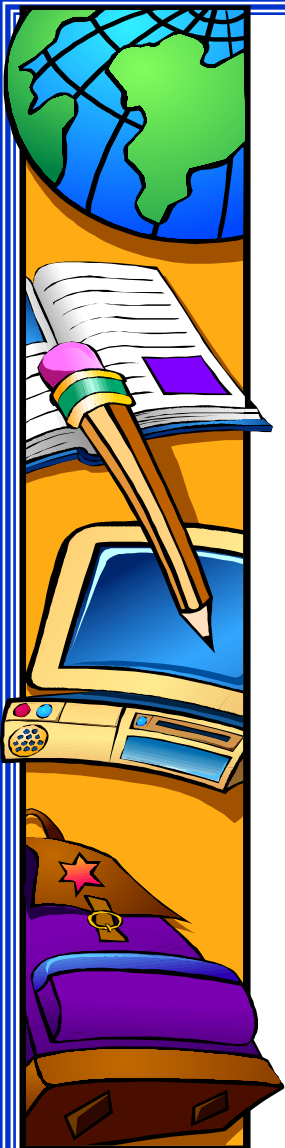


EXPECTED OUTCOMES :

The session is expected to instill the participants that:

1. the subject be elaborately studied and to be applied in the business processes.
2. the implemented system to be consistently reviewed for its effectiveness and to work on further improvements.
3. ultimately focusing on sustained business growth.

CONTENTS



1. ISO 9001:2015 by Thiruvalluvar
2. About Annex SL
3. Process Model
4. Process Turtle

ISO 9001 Quality Management System What we talk today evolved 2000 years back first in India by Great Saint Thiruvalluvar

இதனை இதனால் இவன்முடிக்கும் என்றாய்ந்து
அதனை அவன்கண் விடல்

இந்தத் தொழிலை இக் கருவியால் இன்னவன்
முடிப்பான் என்று ஆராய்ந்த பிறகு அத்
தொழிலை அவனிடம் ஒப்படைத்தல் வேண்டும்.

Analyse and determine who and by which a job can be done
better before entrusting a job to a person.

நூல் : திருக்குறள்
ஆசிரியர் : திருவள்ளுவர்
பால் : பொருட்பால் - அரசியல்
அதிகாரம் 52 :: தெரிந்து வினையாடல்
குறள் : 517

Source : Thirukkural
Author : Thiruvalluvar
Subject : Wealth - Royalty
Chapter 52 : Testing and Entrusting
Poem : 517

ISO 9001:2008 Quality Management System
What we talk today evolved 2000 years
back first in India by Great Saint Thiruvalluvar

Section 4.0

QUALITY MANAGEMENT SYSTEM

Product /
Service

இதனை

அதனை

Section 6.0
Resource
Management

இதனால்

அவன்கண் விடல்

Section 7.0
Product Realisation

Section 5.0
Management
Responsibility

இவன்முடிக்கும்

Section 8.0
Measurement,
Analysis and
Improvement

என்றாய்ந்து

ISO 9001:2015 Quality Management System

What we talk today evolved 2000 years
back first in India by Great Saint Thiruvalluvar

Section 4.0

CONTEXT OF THE ORGANISATION

Product /
Service

இதனை

அதனை

Section 7.0
Support

இதனால்

அவன்கண் விடல்

Section 8.0
Operation

Section 5.0
Leadership

இவன்முடிக்கும்

Section 6.0, 9.0 & 10
Planning,
Performance
Evaluation &
Improvement

என்றாய்ந்து

Still valid

About Annex SL

- Annex SL addresses the requirements for proposals for Management System Standards (MSS).
- Appendix 3 of Annex SL is in three parts:
 - high level structure,
 - identical core text,
 - common terms and core definitions.

About Annex SL

- *Discipline-specific text can be added; for example:*
 - *new bullets*
 - *discipline-specific explanatory text (e.g. Notes or Examples)*
 - *discipline-specific new paragraphs to sub-clauses*
 - *adding text that enhances (but does not modify) the existing requirements.*

High level structure

The major clause numbers and titles of all management system standards will be identical. They are:

Introduction

1. Scope
2. Normative references
3. Terms and definitions
4. Context of the organization
5. Leadership
6. Planning
7. Support
8. Operation
9. Performance evaluation
10. Improvement.

Annex SL – All in one roof

Thorough job done by ISO/TC 176 and SC 2 members

Clause No.	Title	Other management concepts that supports this clause
4.0	Context of the organisation	Business Project Planning. Geographical survey to find a location, Statutory and Regulatory survey, approvals, etc.
5.0	Leadership	Policy Deployment, TQM Concepts
6.0	Planning	Risk Management, Business Planning, KRAs, MBO
7.0	Support	Resource Management, Communication Management, Documentation Management, TNA, Competency Mapping, People Development.
8.0	Operation	BPR, DOE, QFD, Supply Chain Management, Lean Manufacturing – VSM, TPM, Kanban, 5S
9.0	Performance Evaluation	Industrial Engineering, SPC, Process Capability Study, Feasibility study, Business review – MRM
10.0	Improvement	G8D Problem Solving, 7 QC, Why Why Analysis, Kaizen, FMEA

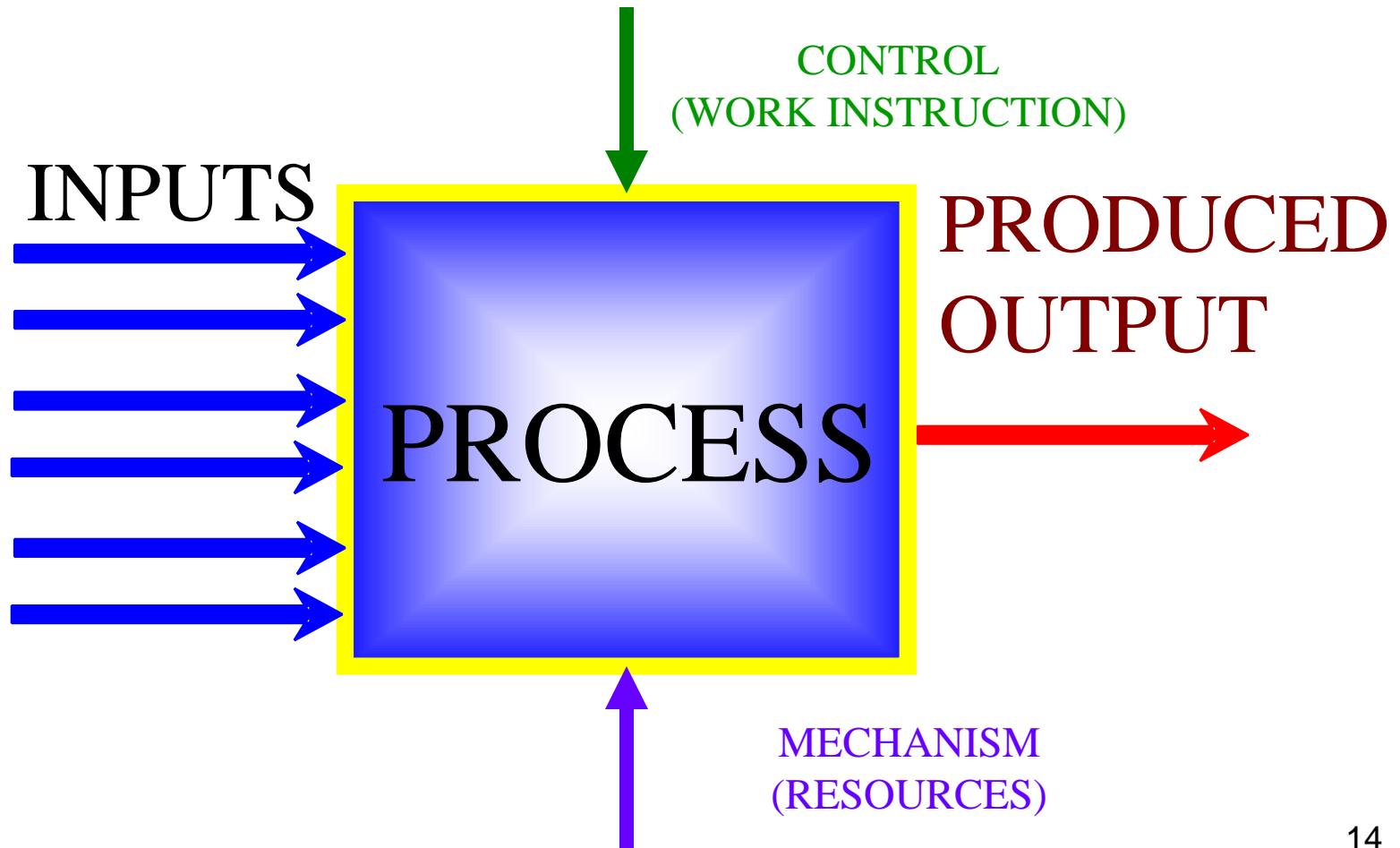
Abbreviations

S. No.	Abbreviations
1	TQM – Total Quality Management
2	KRA – Key Result Areas
3	MBO – Management by Objectives
4	TNA – Training need analysis
5	BPR – Business Process Re-engineering
6	DOE – Design of Experiments
7	QFD – Quality Function Deployment
8	VSM – Value Stream Mapping
9	TPM – Total Productive Maintenance
10	5S – Seiri - Sort, Seiton - Straighten, Seiso - Shine, Seiketsu – Standardize and Shitsuke - Sustain
11	SPC – Statistical Process Control
12	MRM – Management Review Meeting
13	FMEA – Failure Mode Effect Analysis

What is a Process?

According to ISO 9000:2015 Clause 3.4.1 Process

Set of interrelated or interacting activities that use inputs to deliver an intended result



Process Turtle

What

Equipments/ Tools/ Gauges/ Measuring Instruments
Environment

Who

Competency-Skills/ Training
Responsibility & Authority

Input

Requirements
Physical inputs

Output

Requirements Fulfilled
Physical Outputs



Process

How

All Documents including
Methods/ Procedures
Work Instruction
IS standards
Product specifications,
Report formats

Support Processes

Measurements

Product Measurements
Process Measurements
Improvements

