

Making the Most of Your QMS

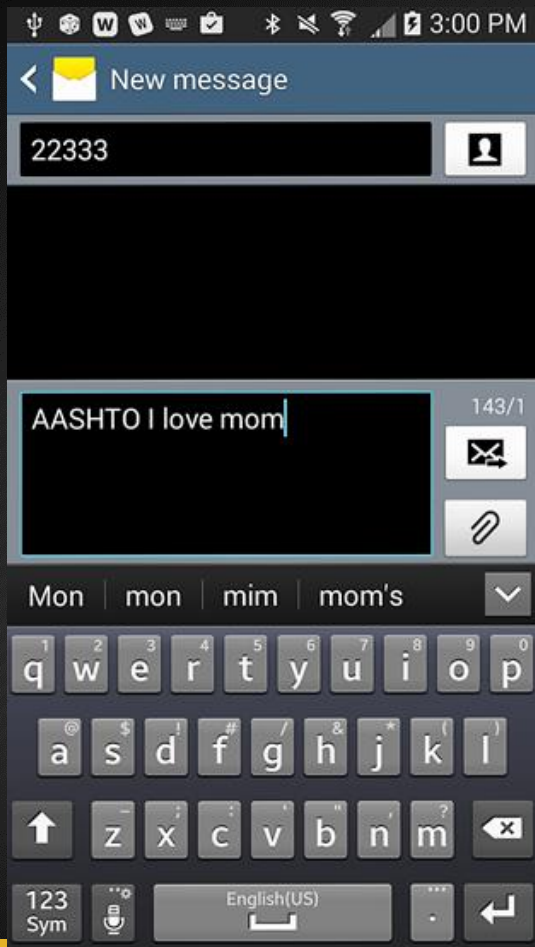
Tracy Barnhart
Quality Manager
AASHTO re:source
October 13, 2016



Outline

- Definitions
- Quality policy
- QMS components
- Benefits
- Measuring quality
- Corrective action / RCA
- Improvement







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Quality - Defined

- Subjective
- How good...or bad...something is
- Degree of excellence
- “Fitness for use” – Joseph Juran
- “Conformance to requirements” – Philip Crosby

QMS - Defined

- ASQ: *A formalized system that documents the structure, responsibilities and procedures required to achieve **effective** quality management.*
- *A systematic way of doing business.*

Quality Policy

- QMS backbone
 - What does quality mean to YOU?
 - How will you achieve it?
 - Measure & track expected results
 - Align key processes



PACT

- Professional
- Accurate
- Competent
- Timely



Three QMS Components

1. SAY What You DO

1. Document
key procedures
QM

2. DO What You SAY

Follow
procedures

3. PROVE IT!

Maintain
records

Make It Work For YOU

- What's important to YOU?
 - Key processes
 - Infrequently used/complex processes
 - Avoid over-documenting
- Requirements too
 - ISO, ASTM, AASHTO, state, county, city, specifiers, ABs
- Get buy-in

Where Things Go Wrong

- Info
 - doesn't exist
 - isn't complete
 - isn't accurate
 - isn't current



Benefits


- Increased efficiency
 - Time management
 - Resources
- Sustainability
 - New employees
 - New positions



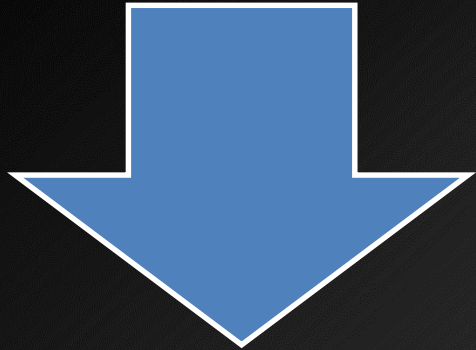
More Benefits

- Improved consistency
 - Clear guidelines
 - No guesswork
 - Infrequently used processes
- Boost employee morale
 - Define roles/responsibilities & effect on quality
 - Knowledge, motivation, satisfaction

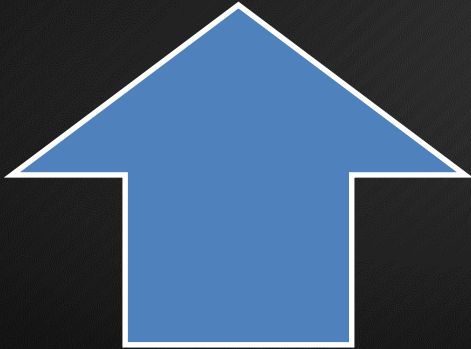
Still More Benefits!

- Improved customer satisfaction
 - \uparrow efficiency + \uparrow consistency = 
- Process improvement
 - Focus on continual improvement
 - Built-in systems
 - Internal audit
 - Corrective/preventive action, RCA

Over the Years...



Miscommunication
Inconsistencies
Wasted resources



Improved documentation
Better time management
Defined rules
No guesswork

Make Your QMS Count

- Of value?
- Too vague?
- Cross-check info
 - Bad process? Don't document it!
- Can an outsider follow it?

It's Alive!

- “Living” system
- Keep it current – things change
- Review processes
- Maintain records
- Tweak goals



Measuring Quality

- Measurable goals?
 - 16 in PACT



Measuring Quality - Customers

- Listen to your customers!
 - *Maintain an average rating of at least 9.0 for Assessors' technical knowledge, thoroughness of assessment, and communication of assessment findings on LAP evaluations*

Measuring Quality - Audits

- Internal audits
 - Find problems...before someone else does
 - Implementation
 - Can you do it better?
 - *Provide 100% of proficiency sample reports to customers within 15 days of the sample closing date*

Measuring Quality - Management

- Management reviews
 - Big picture
 - How did you do...and where are you going?
 - Were all goals met?
 - Is QMS effective?
 - No? Maybe it's time for a...**change!**

When Things Go Wrong

- Corrective action
 - Investigate
 - Avoid blame
 - Immediate fix?
 - RCA



Root Cause Analysis

Five Whys – Jefferson Memorial deterioration



Turn lights on 1 hour later = 90% reduction

- Frustration
- Reactive to proactive (tune-up)

Continual Improvement

- Optimize operations
- Cut costs / improve customer satisfaction
- Focus on systems, don't play blame game

Sharpen the Saw

- *“You have to change something in order to improve.”* –Tracy Barnhart



Summary

- Well-documented & effective QMS =
 - Requirements met
 - ↑ efficiency & consistency
 - Instill confidence
 - Complete customer satisfaction!



Questions?

Tracy Barnhart

tbarnhart@aaashtoresource.org

240-436-4802

