



IMPLEMENTATION OF A TOTAL QUALITY MANAGEMENT SYSTEM

The Services SETA has recognised that the majority of SMEs need assistance in putting in place a quality management system to improve business systems and processes.

To address this issue the Services SETA commissioned RIMS International to develop a quality management system that would be recognised by SABS and other ISO certification bodies. This Quality Management System will be recognised by the 3-STAR Grading System for the accomplishment of STAR 2.

The Services SETA has also commissioned RIMS to assist SMEs with the implementation of this Total Quality Management System through a series of workshops.

To facilitate this process an invitation has been sent out to the Services SETA member company database for companies to apply to participate. Please also refer to our website: www.serviceseta.org.za to obtain an application form or alternately contact Yolanda Srp on: 011 276 9600 or yolandas@serviceseta.org.za

FEEDBACK FROM DR. WYNAND GOOSEN

As far as the QMS training is concerned, I believe that it is important to warn companies against consultants that offer to "install" the QMS system within their organization. The whole idea of the QMS is to transform an organizations processes and procedures to the point that it is well documented and that the organization is living the actual process. It is no good to have the QMS process filed away for reference. It needs to be alive. Therefore, there are no shortcuts:

- a) an organization has to go through the training
- b) it has to implement the system
- c) and most importantly – display a QMS awareness. This includes the ability to deal with mistakes as lessons learnt.

TIPS ON IMPLEMENTING QMS

Ensure that you implement the QMS properly within the organization. There is no software system on the market that can simply implement it. One should only make reference to the templates these packages offer.

BENEFITS OF IMPLEMENTING QMS

- a) A smooth running system
- b) Easy training
- c) Increased profitability

SUPPLIED BY:
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