

Safety Management And Risk Reduction Tool

Quality Management Diagnostic

What is a Quality Management Diagnostic?

Put simply...It is an expert, independent, objective and detached assessment of your organisation's Quality Assurance System's effectiveness.

The Quality Assurance System resides at the heart of every approved aviation company, be it design, operations, maintenance or training.

An effective Quality Assurance System provides oversight and control of organisational delivery. It is independent of the production organisation and its purpose is to ensure product or service delivery is conducted in such a manner that regulatory obligations are adhered to by complying with internal corporate policy and processes.

The Quality Management Diagnostic is an independent assessment of the practical application of your existing Quality systems, processes and procedures and provides an objective review of how it is performing.

The Quality Management Diagnostic Methodology

The QMD is designed to evaluate your organisations policies, processes, controls and measures in the following areas:

1. Safety & Quality Policy
2. Senior Manager Awareness of Quality Assurance
3. Establishment of Targets
4. Audit Schedule Development
5. Conduct of Audits
6. Questioning Techniques
7. Sub-Contractor Oversight
8. Management of Internal Occurrences
9. Report Writing
10. Business Continuity Planning
11. Qualification of Personnel

The questions contained within the QMD are grouped together to produce a 'success rating' system for each distinct quality management section. Contained within the 11 sections are questions designed to explore and confirm the extent to which industry best practice and the most widely accepted and pragmatic quality management theories and techniques are being adopted. These benchmark points have all been selected as proven to work in the wide range of organisations partnered by Baines Simmons.

The QMD consists not only of seeking physical evidence of those elements of a Quality Assurance System necessary for success, but additionally, face to face interviews with personnel at all levels of the organisation. These interviews enable your consultant, a subject matter specialist to judge whether an aspect of a QAS is in place, and how well the particular aspect under discussion is managed and contributing to the effective delivery of the organisation.

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What will a QMD give you?

The QMD deliverable is a confidential management report which is written for senior managers. This will summarise the issues identified, list key recommendations based on industry best practice and propose a way forward to improve the organisations management of effective maintenance.

In summary our QMD delivers the following:

- ▶ A detached, impartial and expert overview and a suggested way forward.
- ▶ A detailed and professional synopsis of where your organisation is assessed to be positioned in terms of its ability to efficiently deliver its products or services.
- ▶ An independent/unbiased report and debrief service that will research and deliver a snapshot of current practices and risks. Our QMD commonly identifies areas of concern, which may be contentious and which may not have been previously highlighted to management.
- ▶ A bottom-up cultural snapshot.
- ▶ A prioritised set of recommendations for a phased Quality Assurance System development.