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Business Value of Quality Management

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Contents

Introduction	1
Why Quality Management?	1
What About Cost?	2
Why SQMS is a Solution	2
About SMaRT	2

Introduction

This paper is one of a series offering an insight into the benefits of a quality management system and exploring the realities of implementing and maintaining a living system within your business.

Why Quality Management?

For most businesses there are usually not enough hours in the day to -

- Consider the effectiveness or otherwise of your business activities
- Know whether or not you are marshalling the right skills to be successful
- Know if both employees and subcontractors understand what is required of them
- Be reasonably assured that your suppliers are fit for purpose

Unless all these issues are being addressed, business decisions will involve significant and unnecessary risk; consequently your business success will be severely impeded. Also, large businesses are increasingly seeking suppliers able to demonstrate a commitment to quality.

Quality Management addresses the above by the introduction of a quality management system and must therefore



be considered critical to your business success.

What About Cost?

The privilege of implementing and sustaining a meaningful quality management system capable of scrutiny from outside bodies has been, up to now, the province of large businesses where dedicated internal quality management resources can be directed at them. The advent of the SMaRT Quality Management System (SQMS) means this is no longer true.

SQMS enables you, should you so desire, to self build your own quality management system addressing all the previously mentioned issues, and more, at your own pace and at a cost that comes within range for small to medium companies.

Why SQMS is a Solution

SQMS offers a complete service consisting of the self build and operation of quality management systems using easily assembled components and capable of scrutiny from outside bodies and external certification to ISO 9001 standards.

Once SQMS is in operation ISO 9001 certification can be sought at your own pace.

For a quality management system to be successful, it is imperative that Senior Company Management take complete ownership, preferably at director level with all managers being fully committed to quality management. SQMS, however, is directed at minimising the demand on your business resource.

About SMaRT

SMaRT (Solutions Management and Resource Targeting Limited) has been providing and supporting quality systems for well over a decade, securing external ISO certification for such quality management systems on numerous occasions across a number of Certification Bodies. The SQMS services also offer resources to those seeking assistance in the building of their quality Management system. Furthermore, our Free Foundation system permits your businesses to sample SQMS and demonstrate to others an initial commitment to quality management.