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SQMS Assembly

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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.

SQMS is directed at satisfying the eight principles of Quality Management, against which the ISO 9001 standard is formulated, as addressed in SQMS Concept and Structure.

SQMS permits generation of your Quality Manual which is the overall quality descriptive document identifying your Business and Support (B&S) processes. SQMS also defines the actual B&S processes themselves and provides a record tracking system together with training and support. SQMS is web-based and assembled using the SQMS tool-kit which comprises Builder and Tracker software applications, an on-line Document Store, exemplar B&S process documents, training material and support.

SQMS operation includes version control, the completion of records, the management of the quality system itself s well as the quality audit process.

Business and Support Processes

These are your defined company policy and procedures which, if desired, can be generated from a selection of SQMS exemplar process documentation. Corresponding process inputs and outputs are defined through forms or charts which when completed become records enabling the business to effectively manage customers and itself. Records also permit regular assessment of the level of quality compliance being achieved.

For many businesses where professional skills are applied, SQMS down to the process level is usually adequate from a Quality point of view. Where there is a high technical content or repetitive assembly work, the relevant process should be supplemented with a Work Instruction to which the associated process policy and procedure document should refer. The structure and content of the Work Instruction is usually adopted from that which may already exist in your Company.

System Assembly

SQMS is built using the SQMS tool-kit. The Quality Manual is electronically generated using the Builder software through the completion of a questionnaire to identify key Business areas. Answers to the questions are offered but you can formulate your own. Process Policy and Procedures and associated forms and charts are constructed using a range of exemplar documents. SQMS Tracker software is a vehicle to control of your SQMS through document version control, registration of records, management of your quality system and the quality audit process.

Web-based SQMS

The Document Store offers secure access to, and control of, your operational SQMS and holds electronic documentation comprising current versions of your Quality Manual, Policies and Procedures, forms, charts and any other Quality Documentation specified – eg Regulatory requirements and Work Instructions. With the exception of forms that require a signature all other documents, if printed, are considered invalid. Exemplar and training documentation, user Forum and the SQMS Help Desk are also web-based.