



QUALITY MANAGEMENT SYSTEM BENEFITS



SYSTEMS

- Senior management support for the Quality System ensures continued enthusiasm and motivation.
- Management knowledge that the entire company is working to the same systems and standards.
- The company is observant of all business-related legislation, including Health and Safety.
- There is a disciplined approach to the acceptance of an order under the Contract Review system.
- Improved cross-unit understanding as all units operate to the same standards.
- All quality information is displayed on the 'Manager's Toolkit' available on all staff workstations.
- Better control of supplier inputs improves efficiency and cost management.
- Continual review of systems and procedures ensures ongoing improvements and refinements.
- Availability of reliable and accurate historical data is a great aid to forward planning.
- External audits twice each year ensure that support for the system does not deteriorate.
- An annual review meeting of all interested parties confirms that agreed policies are maintained and developed.



COSTS

- An established method of ensuring purchased and home production is to required specification.
- Reduced costs due to reduction in admin and production errors.
- Internal cost reductions due to reduced production, selection and delivery problems.
- Internal cost reduction due to the improved control of product waste.



CUSTOMERS

- Customers are assured that their required plant specification, quality and quantity is implemented.
- The customer has increased confidence that their client will be satisfied with the product.
- Increased customer and statutory confidence in the high level of product traceability.
- Increased customer satisfaction due to the ability to respond quickly and positively to errors.
- Long term customer satisfaction creates a loyal and trusting customer base.



STAFF

- Workers' ability to refer to and develop good policies and procedures.
- Workers' ability to propose and help introduce improvements to product quality and system efficiency.
- The system ensures that all staff members are qualified to undertake their given role.
- Unit managers have deep understanding of other units due to internal auditing systems.
- Quality information on the 'Manager's Toolkit' is shown to all staff at the manager's discretion.
- Staff enjoy the responsibility and information gained from their business involvement.

Signed: 
Chairman

