

ISO 9001:2015 Metrics and Management Review

This one day course is ideal for those organizations who want to “take it to the next level” during the upgrade of their Quality Management System to the new ISO 9001:2015 Standard.

One of the most important themes of the new Standard is an increased emphasis on measuring process effectiveness and evaluating success based on business outcomes, rather than compliance with ISO 9001.

The following topics will be covered in depth:

- New ISO 9001 requirements for Data Collection and Analysis.
- New ISO 9001 requirements for strategic planning and Management Review.
- The Process Approach.
- Selecting appropriate measures and metrics based on strategic plans and objectives of each business process.
- The basics of Data Collection and Analysis.
- Effective presentation of information and techniques for effective decision making.

Examples will be drawn from industries and organizations that have developed best practices for Key Performance Indicators, including the Automotive Industry.

There are challenges in implementing and deploying Key Performance Indicators (and other metrics) effectively. After all, “what gets measured gets managed, and what gets rewarded gets repeated”. We will examine how to deal with metrics that are in conflict with each other and poorly-defined metrics that can lead to game playing and sub-optimization.

Workshops include drawing upon an organization’s own processes to establish proper metrics and data collection methods for monitoring and analyzing process performance.

