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SBP ISO 9001:2015 (QMS) CHAMPION COURSE- CASE STUDIES

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CASE STUDY #1

SECTION 4- RISK-BASED THINKING

Scenario:

Your department relies heavily on a key supplier for a critical component of your product. The supplier has had a history of occasional delivery delays, which could impact your ability to meet customer orders and maintain product quality.

Let's Identify the potential risks associated with the supplier's unreliability; Assess the impact of delayed deliveries on your department's processes and product quality; Determine the likelihood of these risks occurring and their potential consequences and Propose strategies for risk mitigation and continuous monitoring of the supplier's performance.

Risk Identification and Assessment:

Risk Identification	Risk Assessment			Risk Mitigation
Potential Risk	Impact Assessment:	Likelihood	Consequence	Mitigation Strategies:
1. Delayed deliveries from supplier	Delayed deliveries could lead to: <ul style="list-style-type: none"> - Missed customer deadlines - Reduced product quality - Disrupted production schedule and planning - Increased workload due 	High <i>High likelihood, given the supplier's history of occasional delays.</i>	High <i>High consequences due to missed deadlines and potential loss of customers.</i>	1. Establish clear communication channels with the supplier to receive timely updates on orders. 2. Implement safety stock or buffer inventory to handle occasional delays.



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	to rush orders or rework.			3. Assess the supplier's production capacity and capabilities to meet demand consistently.
2. Product quality issues due to rushed production	<p>Potential impact on product quality includes:</p> <ul style="list-style-type: none"> - Non-conformities - Customer complaints - Costly rework and customer returns 	<p>Medium</p> <p><i>Medium likelihood, as rushed production can lead to errors.</i></p>	<p>Medium</p> <p><i>Medium consequences due to customer complaints and potential rework costs.</i></p>	<p>1. Develop contingency plans for quality control and inspection to catch and address quality issues promptly.</p> <p>2. Monitor supplier performance closely and conduct regular supplier audits.</p>



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CASE STUDY #2

SECTION 9: Communication And Leadership

Effective communication and leadership practices in iso 9001:2015 compliance

Background:

Sarah is an ISO champion responsible for overseeing the implementation of ISO 9001:2015 within her department at a manufacturing company. Her team is responsible for the production of electronic components, and they have recently identified a recurring issue in the manufacturing process that has led to increased defects and customer complaints. Sarah decides to conduct a process improvement meeting to address the issue.

Characters:

- Sarah: ISO champion and department head.
- Mark: Production supervisor.
- Lisa: Quality control specialist.
- James: Production line worker.

Setting: A conference room within the manufacturing facility.

Scenario Description:

Sarah has scheduled a meeting to discuss the recent increase in defects and customer complaints related to a specific manufacturing process within her department. She has invited Mark, Lisa, and James to the meeting. Here's how the scenario unfolds:

Setting the Stage

Sarah: (Addressing the team) "Thank you all for joining this meeting today. As ISO champions, it's our responsibility to ensure that we maintain ISO 9001:2015 compliance while continuously improving our processes. Recently, we've noticed



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an increase in defects and customer complaints related to our component manufacturing process. It's crucial that we address this issue promptly."

Open Discussion

Mark: *"I've been closely monitoring the production line, and it seems like the issue is with a specific machine that keeps malfunctioning."*

Lisa: *"I've also been tracking the quality control data, and I've noticed that we could improve our inspection process. We might be missing some defects during our checks."*

James: *"From my perspective on the production line, I've noticed that some of the newer employees might need more training. They might not be following the procedures correctly."*

Problem-Solving

Sarah: *"Thank you for your insights. It's clear that we have multiple factors contributing to the issue. Let's break this down further. Mark, can you work with the maintenance team to address the machine malfunction? Lisa, let's revise our inspection checklist to ensure we catch all potential defects. James, please work with HR to organize additional training sessions for new employees."*

Empowering Team Members

Sarah: *"I want each of you to take ownership of these actions. Mark, you'll lead the machine maintenance project. Lisa, you're in charge of the inspection checklist revisions. James, you'll coordinate the training sessions and follow up on their effectiveness."*

Communication and Follow-Up

Sarah: *"Let's schedule follow-up meetings to track the progress on these actions. Effective communication will be key, and we need to ensure that all team members are informed of the changes and improvements."*

Building a Culture of Quality



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Sarah: *(Concluding the meeting) "Remember, our goal is not just to fix this immediate issue but to build a culture of quality and continuous improvement. By working together and communicating openly, we can ensure that our processes meet ISO 9001:2015 standards and exceed customer expectations."*

Conclusion

In this scenario, effective communication and leadership practices are demonstrated through open discussion, problem-solving, empowerment of team members, and a commitment to building a culture of quality and continuous improvement. Sarah, as the ISO champion, plays a crucial role in facilitating the meeting and guiding the team toward solutions that align with ISO 9001:2015 compliance.