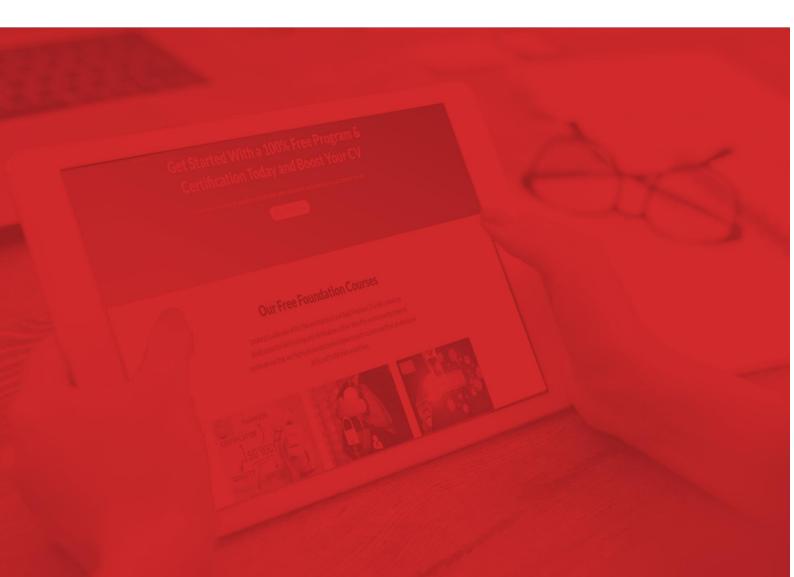


# SBP ISO 9001:2015 (QMS) CHAMPION COURSECASE STUDIES





ISO 9001:2015 (QMS) CHAMPION CASE STUDIES

# 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	R	Risk Mitigation		
Potential Risk	Impact	Likelihood	Consequence	Mitigation
	Assessment:			Strategies:
1. Delayed deliveries	Delayed deliveries could	High	High	1. Establish clear
from supplier	lead to: - Missed customer deadlines	High likelihood, given the supplier's	High consequences due to missed deadlines and	communication channels with
	<ul> <li>Reduced         product         quality</li> <li>Disrupted         production         schedule and</li> </ul>	history of occasional delays.	potential loss of customers.	updates on orders.  2. Implement safety stock or buffer inventory to
	planning - Increased workload due			handle occasional delays.

& Best Practice.

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	to rush orders			
	or rework.			3. Assess the supplier's production capacity and capabilities to meet demand consistently.
2. Product	Potential impact	Medium	Medium	1. Develop
quality issues	on product			contingency
due to rushed	quality includes:	Medium	Medium	plans for
production	- Non-	likelihood,	consequences	quality control
	conformities	as rushed	due to	and inspection
	- Customer	production	customer	to catch and
	complaints	can lead to	complaints	address quality
	- Costly rework	errors.	and potential	issues
	and customer		rework costs.	promptly.
	returns			
				2. Monitor
				supplier
				performance
				closely and
				conduct
				regular
				supplier audits.



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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**



**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.