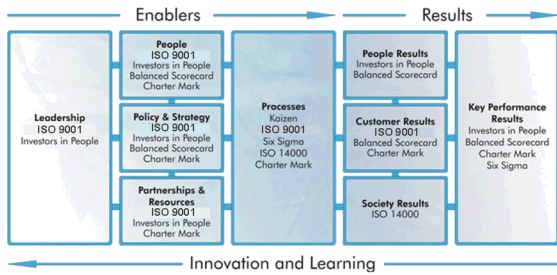# TOTAL QUALITY MANAGEMENT:
# THE QUALITY ASSURANCE PLANNING PROCESS
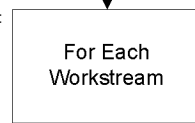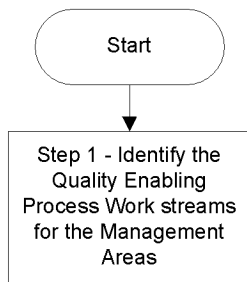


**Management Areas:**
**People and Culture:**
Leadership
People
Policy & Strategy
Partnerships and Resources
**Value Stream:**
Manufacturing
Sales
Logistics
**Support Areas:**
Finance
Technical
Quality Assurance
Quality Control
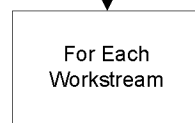Health, Safety, Environmental
Information

**Example Process Workstreams:**

1. Commercial and Contract Management
2. Requirement Management
3. Change Management
4. Risk Management
5. Reporting and Escalation Management
6. Resource Management
7. Supplier Management
8. Programme Management
9. Project Control
10. Production Management
11. Configuration Management
12. Maintenance Management
13. Facilities Management
14. Acceptance Management
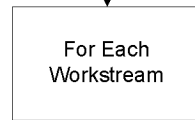15. Information Management
16. People and Culture

**Start**

**Step 1 - Identify the Quality Enabling Process Work streams for the Management Areas**

**For Each Workstream**

**For Each Workstream**

Implementation Plan

Completion Matrix

**Quality Assurance Management Plan**

**For Each Workstream**

Procedures

Instructions

**Audit : QESH**

**Audit**

**Continuous Improvement – Every day!**

UPDATE

Change/ Improvement proposal

**Change Management**

**Identify :**
>Objective
>Thoughts – lets plan for success: What activities and behaviours are needed to assure the objective and our continued improvement?
>inputs
>outputs
>PIs
>List of sub processes and instruction sheets as part of this process.
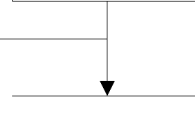>List of other supporting processes and documents required by this process.

**Understand :**
Use the list of activities and behaviours to produce the list of sub processes, instruction sheets, supporting processes and documents and their associated hierarchy
Identify the gaps and do the planning to implement the required elements: produce / review and update the documents; it is important that the supporting processes are reviewed for coherency and changes proposed to confirm they deliver what our process needs – integration and coherency!
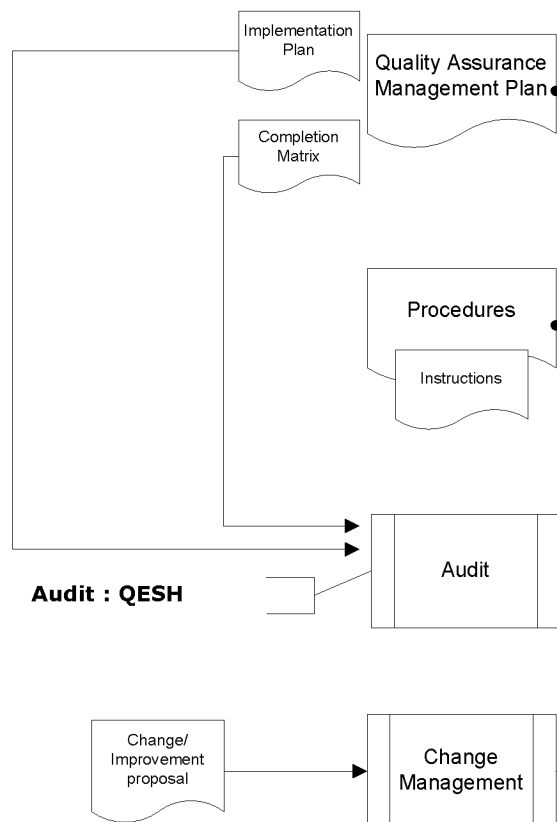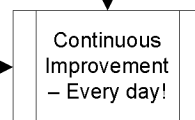
**Produce:**
Produce the processes, sub processes and instruction sheets.
Make sure to include the review questions ie:
"Was this instruction good? Do you have an improvement idea and direct the reader to raise a change / improvement proposal.

**Review (Continuous Improvement):**
Yes – the QESH audits are an opportunity to identify improvements, but CI must also be embedded and seen as the responsibility of everyone: review and assessment must be normal everyday activities and there must be a simple and managed structure to support this.

# PLANNING FOR SUCCESS