

# Quality Management System

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## Checklist



## Thank you for downloading the eQA checklist.

This checklist is to be used in identifying what you do and do not have documented and working within your business. When we meet with potential clients, we often find that they already have a lot of the requirements for a QMS. We then make sure that they are being applied in an effective way.

Once you have worked through this checklist, you may wish to then move on to our “7 Step Quality Management System – Kick Off Pack”. This is also available as a free download.

### Using the Checklist

Work through the checklist, identifying if you have formalised or documented processes in place. Answer Yes or No to the questions. If you answer Yes then record where that process is documented and working within your business. Where you have answered No this will give you a guide as to what you need to do to further improve your business.

*Please note: This is not a formalised Quality Management System.*

*A Quality Management System will make a big difference to any business.*

#### How Can a QMS Help Your Business?

- Open the doors to government contracts and working with major organisations (e.g. sub-contracting, supplier)
- Enable you to work with international businesses (e.g. export)
- Help gain grants and potential investors
- Enable you to formalise your business practices
- Gain ISO 9001 certification
- Give your customers peace of mind
- Give your business a competitive edge

#### What Problems Can a QMS Solve?

- Reduction in customer complaints, product returns
- Reduction of waste in your business
- Gives a business owner more time to work on the business
- Defines roles and responsibilities at all levels
- Removes reliance on the business owner
- Succession Planning (e.g. handing over to family members, selling the business)

<i>Company Name:</i>		<i>Date:</i>	
<i>Industry:</i>			

<i>Business Area</i>	<i>Requirements</i>	<i>Yes/No</i>	<i>Evidence Examples</i>
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<b>What is your WHY?</b>	Why does the business exist?		<input type="checkbox"/> Mission/Vision Statement <input type="checkbox"/> Business and/or Marketing Plan <input type="checkbox"/> Other _____
	Description of your business.		<i>Eg: General Engineering of parts for cars</i> <i>Eg: Highrise commercial and industrial construction</i> <i>Eg: Dairy, cheese and yoghurt manufacturers</i>
<b>Objectives &amp; Targets Business Goals</b>	What targets have you set for your business? (sales \$, customer #, locations, profit)		<input type="checkbox"/> Business and/or Marketing Plan <input type="checkbox"/> Position Descriptions <input type="checkbox"/> KPIs <input type="checkbox"/> Other _____

<b>Objectives &amp; Targets Business Goals (con't)</b>	How often do you check you are on track to achieve them?		<input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> 6 Monthly <input type="checkbox"/> Annually <input type="checkbox"/> Don't Check <input type="checkbox"/> Other _____
	What will you do if you are not meeting them?		
<b>Business Development</b>	Do you have a documented method of finding new customers?		e.g. Marketing Plan
<b>Business Administration</b>	Do you have documented roles and responsibilities for your key team members?		
	Do you have a documented pricing structure or quoting process?		
	Do you have a documented customer care program?		
<b>Business Operations</b>	Do you have documented product specifications for your customers?		

<b>Preventing Problems</b>	Have you identified what risks/problems could occur in your business that would affect your customer?		
<b>Suppliers</b>	Do you have a documented method for approving suppliers?		
<b>Dealing with Problems</b>	Do you have a process to address mistakes, faulty products?		
	Do you document customer complaints?		
	Do you have a process to ensure problems don't happen again?		
	Do you regularly review your business and operational processes?		
	Do you involve staff in reviews?		



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