

HAVE MORE FUN - THROUGH ISO 9001!

“I am never working again for a company that does not have ISO 9001!”

These were the words of a highly skilled worker who had grown tired of systems or lack of systems, causing his work, to not be acceptable either to the management or the customer. He took pride in his work and workmanship.

Whether it was the print not being to the latest revision, recorded instructions that were now obsolete, verbal instructions not communicated, wrong material, there were frequent problems and issues experienced that he felt were out of his control. As disturbing was taking the “blame” for situations that he had no responsibility for. This was all too aggravating. And he knew the problems, conflicts and rework just didn’t need to happen.

Other employees at their performance reviews, felt that they performed well and worked to the best of their ability only to find out that someone had different expectations.

Life at many companies just kind of goes on complete with disputes, backbiting, confusion, finger pointing and, of course, *stress*. It kind of reminds me of the saying “Firings will continue until moral improves”.

Do you want or need your company to become an enjoyable experience in a supportive environment and possibly even a fun place to work and do business? If you could make such a transformation at your company, would that be beneficial to your company’s bottom line? Believe it or not, ISO 9001 has been the answer for many companies. Let me explain.

At the first suggestion, some will groan and proclaim, “Why do I want someone else telling me what to do, how to do my manufacturing and run my company? With more “requirements” there will be more ‘stuff’ and paperwork that will only make life more complicated and more miserable.

Only occasionally I have to concur. When I see complicated systems with procedures written to please someone other than the users, I need to wonder, “Why did they do this to themselves?” When I see more employee and management time being used to serve this system, rather than the system serving them, even I have to ask, “How can this be helping”?

The new ISO 9001 -2015 now makes it more difficult to have a “bad system”.

Key requirements within the ISO 9001 standard have always been good communication, consistency of purpose repeatable processes, and continual improvement. If these concepts are implemented truly, life at the company will and must get better for everyone.

Let me give you some explanations and examples:

The opposite of implementing a dependable quality system is implementing a state of chaos. Chaos means that a company has conflicting goals, different understandings, inconsistent processes, lack of responsibilities, and little follow through. Management may wonder why a job is not profitable and blames everyone for it. ISO 9001 resolves all of these issues when honestly implemented.

Without a system, a company is left with various degrees of confusion and a “not my job – not my responsibility” approach to productivity. But when managers take the time to develop a system, communicate responsibilities, and resolve issues, they typically become a team which is always more profitable and *fun*.

The processes within a company only need to be defined to the extent necessary. Each company gets to decide what is necessary. I recommend defining a system to ensure that a structure is in place to fulfill its’ customer’s orders, covering the customers’ requirements or needs. But if everyone is performing similar tasks differently depending on what day it is, problems and difficulties may be very difficult to resolve – especially once established. The only thing left is who to blame for those problems. The objective of an ISO 9001 system is to achieve consistency. With a consistent process or function, managing the function becomes easier, less costly and certainly less taxing on both management and employees. .

When implementing ISO 9001, responsibilities are also assigned. When the defined processes and responsibilities are put together, a system has been developed. Systems can be managed for whatever the goals of the company, the system or the processes are.

It can also be very demoralizing when day after day the same problems occur and nobody is responsible or takes the initiative to provide for the fix - which is often simple. [ISO 9001 taps the](#)

knowledge and resources of all who have responsibilities, solutions and knowledge of how to improve the process and business. An ISO 9001 system requires that such problems are addressed.

ISO 9001 systems will standardize communications, provide a foundation for fun, effective teamwork, and give everyone a sense that people do care, and that their responsibilities are important too.

If you are looking for a better company to work for, **STOP WRITING THE RESUME** and start implementing ISO 9001 right where you are!

Contact the QDS Corp if you are looking for more fun through ISO 900-1