

# Management System Declarations (MSDs)

## Quality Management System (QMS)

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# MSDs

## Quality Management System (QMS)

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# FIDIC Guide to Quality Management in the Consulting Engineering Industry (copyright 2001)

## OBJECTIVES

- ◆ Provide an introduction & background information on Quality Systems with convincing evidence on the benefits
- ◆ To outline what constitutes a Quality Management System for consulting engineering firms
- ◆ To outline the steps to follow to initiate the development of a Quality Management System in a consulting firm

# FIDIC Guide to the interpretation and application of the ISO9001:2015 standard for the Consulting Engineering Industry (copyright 2017)

## OBJECTIVES

- ◆ Application of ISO9001:2015 to consulting engineering services
- ◆ Interpretation of ISO9001:2015 requirements for the consulting engineering industry

## Other guidance documents available on the CESA website

[www.cesa.co.za](http://www.cesa.co.za)

- ◆ CESA QMIG - Quality Management Implementation Guidelines
- ◆ PN44 (QRM/qual/2) – Practice note for implementing and maintaining a Quality Management System
- ◆ PN91 (QRM/qual/5) – Practice note for the transition to ISO9001:2015

# ISO9001 Certification and the QMS MSD

- ◆ Valid ISO9001:2015 certification - only the first part of the MSD needs completing
- ◆ Rest of the declaration comprises of 38 questions and must be completed if you don't have a valid ISO9001 certificate

Is your organisation ISO9001:2015 certified?

If yes, please answer the following in lieu of completing the questions in the declaration. If no, please complete the questions in the declaration below.

- Name of certification body
- Certificate Registration Number
- Validity from (insert issue date YYYY-MM-DD) to (insert expiration date YYYY-MM-DD)
- Date of first certification

# Main Sections of the QMSD

## Business Strategy, Leadership and Planning – 9 questions

- ◆ **Documentation Requirements** – Business strategy / plan, defined processes, scope, policy and objectives
- ◆ **Staff Requirements** – Communication, awareness and training, roles responsibilities and authorities
- ◆ **Risk and Opportunity** – Identify, have action plans on how to address and evaluate actions taken

## Project Delivery – 14 questions

- ◆ **Stage 1 Inception** – Identify project requirements (scope time & cost), and formalize these requirements
- ◆ **Stage 2 & 3 Concept, Viability and Design Development** – Plan your project including risk assessments, review inputs for adequacy, review verify and validate all deliverables, manage change
- ◆ **Stage 4 Documentation and Procurement** – Evidence of authorization and retain records of transmittal
- ◆ **Stage 5 Contract Administration and Construction** – have evidence of all site records (inspections, monitoring, test results, etc.), control measuring devices
- ◆ **Stage 6 Close out** – review if project requirements have been met, obtain feedback

# Main Sections of the QMSD

## Support Services – 11 questions

1. **Human Resources** – competency and training
2. **Financial Management** – maintaining records
3. **Supply Chain Management** – control of outsourced activities, the evaluation and re-evaluation of suppliers
4. **Organisation Knowledge** – are libraries of information made available to staff
5. **Infrastructure Management** – buildings and associated facilities, equipment, transportation resources
6. **Documented information** – storage & protection, retrievability, use of templates

## Performance Evaluation – 4 questions

- ◆ Centralizing data for analysis, audits, non-conformance management, improvements

# Benefits of implementing a Quality System

- ◆ **PREVENTS** THINGS FROM GOING WRONG
- ◆ **PROTECTS** YOU WHEN THINGS DO GO WRONG



## ENHANCES REPUTATION

Improves professionalism and increases credibility within the marketplace



## WIN MORE WORK

Satisfied clients enhance winning work opportunities, ensure repeat business and referrals



## REDUCE RISK & ERRORS

Risk Based approached & requirements for reviews, verifications and validations



## SAVES MONEY

Increases operational efficiency thereby reducing cost

**‘Your Partner in Enabling  
Consulting Engineering  
Excellence’**