



SAAZ QMS

Quality Management System (QMS)

Abstract

SAAZ complete quality management system (QMS)

Saeed Hessami

saeed@saaz.ca

1. Quality Policy:

Our company is committed to providing high-quality professional services that meet or exceed our client's expectations. We strive to continuously improve our processes and procedures to ensure that our services are delivered efficiently, effectively, and with integrity. We are committed to complying with all relevant laws and regulations and providing a safe and healthy work environment for our employees, contractors, volunteers, and partners. We believe that quality is a shared responsibility, and we encourage our team to take an active role in the continual improvement of our services. In addition, we aim to build lasting relationships with our clients by providing them with the highest quality services and exceeding their expectations.

2. Quality Objectives:

- a) To achieve a 90% or higher client satisfaction rate after each project.
- b) To complete all client projects on time and within budget.
- c) To improve employee satisfaction by implementing a training and development program each calendar year.
- d) To maintain a 100% compliance rate with all relevant laws and regulations.
- e) To continuously improve the quality of our services by conducting regular internal audits and implementing corrective and preventive actions.

3. Organizational Structure:

Our organization is structured as a flat organization with the co-founders at the top, followed by a team of project managers and a support team.

a) Co-founders:

The co-founders are responsible for the company's overall management, including:

- I. setting the strategic direction,
- II. managing finances,
- III. attracting new clients,
- IV. retaining existing ones,
- V. ensuring the company's services meet or exceed quality standards and client expectations, and
- VI. overseeing operations.

b) Project Managers:

The project manager is responsible for overseeing the delivery of client projects, including project planning, monitoring, and reporting.

c) Administrative Staff:

Administrative staff support the company's operations, including handling day-to-day administrative tasks, managing accounts, and conducting customer inquiries.

4. Processes and Procedures:

The following processes and procedures are involved in delivering the organization's services. Typically, every project delivery includes a kickoff meeting, regular progress updates, quality control checks, and a final review.

a) **Client Communication:**

- I. Providing regular updates to clients on the progress of their projects.
- II. Responding promptly to client inquiries and addressing any concerns or issues they may have.
- III. Building and maintaining strong client relationships through regular communication and excellent customer service.

b) **Project Management:**

- I. Developing project plans that clearly outline project objectives, timelines, and deliverables.
- II. Assigning responsibilities to team members and ensuring they have the necessary resources to complete their tasks.
- III. Monitoring project progress and identifying and addressing any issues that arise.
- IV. Regular project status meetings ensure all team members are on the same page.

c) **Quality Assurance:**

- I. Developing and implementing quality control processes ensures services are delivered to a high standard.
- II. Conducting regular internal audits to identify areas for improvement.
- III. Implementing corrective and preventive actions to address quality-related issues.
- IV. Regularly reviewing and updating quality management processes to ensure their effectiveness.

d) **Invoicing:**

- I. Preparing accurate and timely invoices for services provided to clients.
- II. Ensuring that invoices are sent promptly and per agreed-upon terms.
- III. Following up with clients to ensure that invoices are paid on time.
- IV. Maintaining accurate records of all invoicing and payment activities.

We regularly review and assess our activities to ensure they meet our client's needs and deliver services effectively and efficiently.

5. **Documentation:**

Documentation is an essential component of our organization's quality management system.

a) **Quality Manual:**

The quality manual is a high-level document that outlines the organization's quality policy, objectives, and management system. It should also provide an overview of the organization's structure, processes, and procedures.

b) **Procedures:**

Procedures document the steps required to complete a particular process. They provide a

standard approach to carrying out tasks and help to ensure consistency and quality. Procedures should be reviewed and updated regularly to ensure that they remain effective.

c) **Work Instructions:**

Work instructions provide detailed instructions for carrying out specific tasks within a process. They help to ensure that tasks are completed correctly and consistently. Work instructions should be reviewed and updated regularly to remain accurate and relevant.

d) **Forms and Templates:**

Forms and templates provide a structured format for recording information related to a particular process or procedure. They help to ensure that all necessary information is captured and recorded consistently.

e) **Records:**

Records provide evidence that processes have been carried out per established procedures. They provide a historical record of activities and can be used to track performance and identify opportunities for improvement.

f) **Policies:**

Policies provide guidance on how certain aspects of the organization are managed. For example, they help to ensure that decisions are consistent and aligned with the organization's objectives.

g) **Training Materials:**

Training materials provide employees with the information and skills necessary to perform their roles effectively. They should be reviewed and updated regularly to remain accurate and relevant.

h) It's important to note that the level of detail required for each document will depend on the complexity of the process or procedure being documented. In addition, it's essential to regularly review and update the documentation to ensure it remains accurate and relevant. Finally, document control procedures should be established to ensure that all relevant documents are up-to-date and accurate.

Documentation will include the following information:

- I. Purpose of the document
- II. Scope of the document
- III. Responsibilities and authorities
- IV. Procedures and work instructions
- V. Forms and records to be used
- VI. References to relevant standards or regulations
- VII. Version control and revision history

It's important to note that the level of detail required for each document will depend on the complexity of the process or procedure being documented. In addition, we will regularly review and update the documentation to ensure that it remains accurate and relevant.

6. **Quality Control:**

We conduct regular quality control checks to ensure that our services meet the quality standards set by our clients.

7. **Training and Development:**

All new employees receive a comprehensive training program that covers our processes and procedures, quality control measures, and quality assurance processes.

8. **Quality Assurance:**

We conduct regular management reviews to ensure that our QMS is effective and identify improvement areas.

9. **Continual Improvement:**

We conduct regular client satisfaction surveys to identify improvement areas and ensure that our services meet the needs of our clients.

Conclusion:

A QMS is essential for our organization to deliver high-quality services that meet or exceed our client's expectations. By implementing a QMS, we can ensure that it has a structured approach to quality management and continuously improves its processes and procedures.