

Pulling your management system out of the ditch

Webinar

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Webinar series

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Customer journeys part of the management system

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Take control of the information in your company – your most valuable asset?



Many quality system are sadly quite reactive.
Companies documents «as-is», but with the speed
of change today it soon becomes «has-been»

New business models are established,
implemented, robots into the processes, and all
this without updating or changing the quality
system.

Key point in this webinar!

**Quality management systems
must take their place, and truly
become the future integrated
management system**

About management, entusiasme and motivation

«Analogue and digital decision fogs are suitable to frustrate employees»

« It is likely that the processes will be so advanced that even the sharpest programmer will struggle to explain and understand what basis they are based upon»

«The need to be oriented about the purpose of procedures and processes at work will not go away.»

Øyvind Kvalnes – philosopher at BI – Norwegian Business School
DN 13.11.2017

About the speed of change and it's effect on employees

«The speed of change is so quick that it will be more difficult to hire an employee in a permanent position.»

«The positions in the future will be more volatile.»

«In general I think we will see more project work and more change processes.»

Nicholay J. Tehrani – Navigio to Dagens Næringsliv

**More unclear and complex
processes + more project
oriented + people changing
jobs more often**

Risk by doing changes?

Efficiency?

Compliance?

Who really wants to take ownership to this?

Why does the quality management system exist?

Reality?

About process management



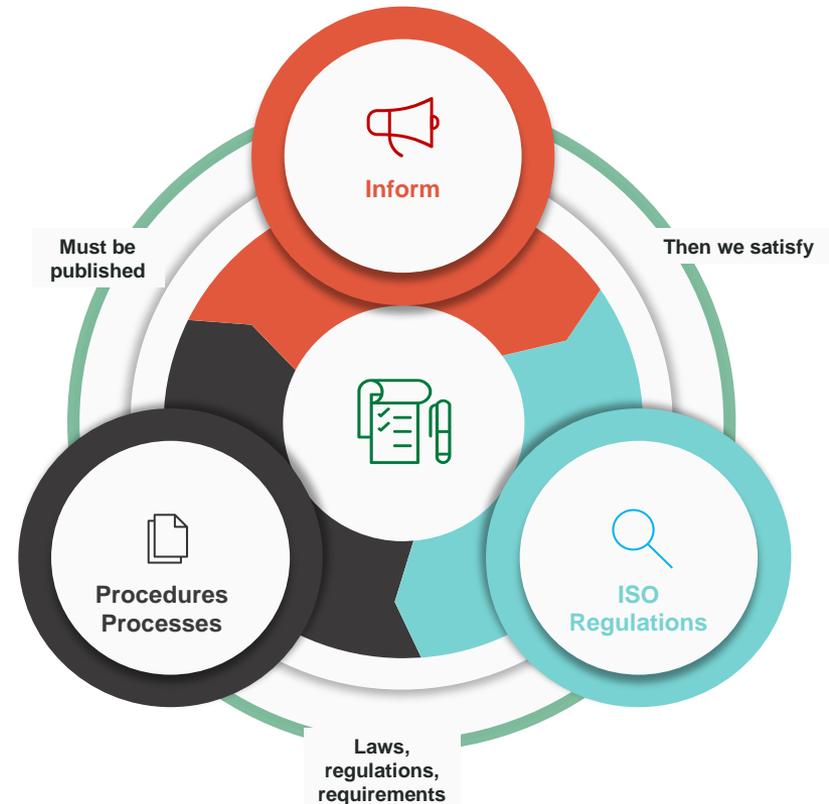
Process management means that managers and employees understand the work processes and see them as central assets in the organisation.



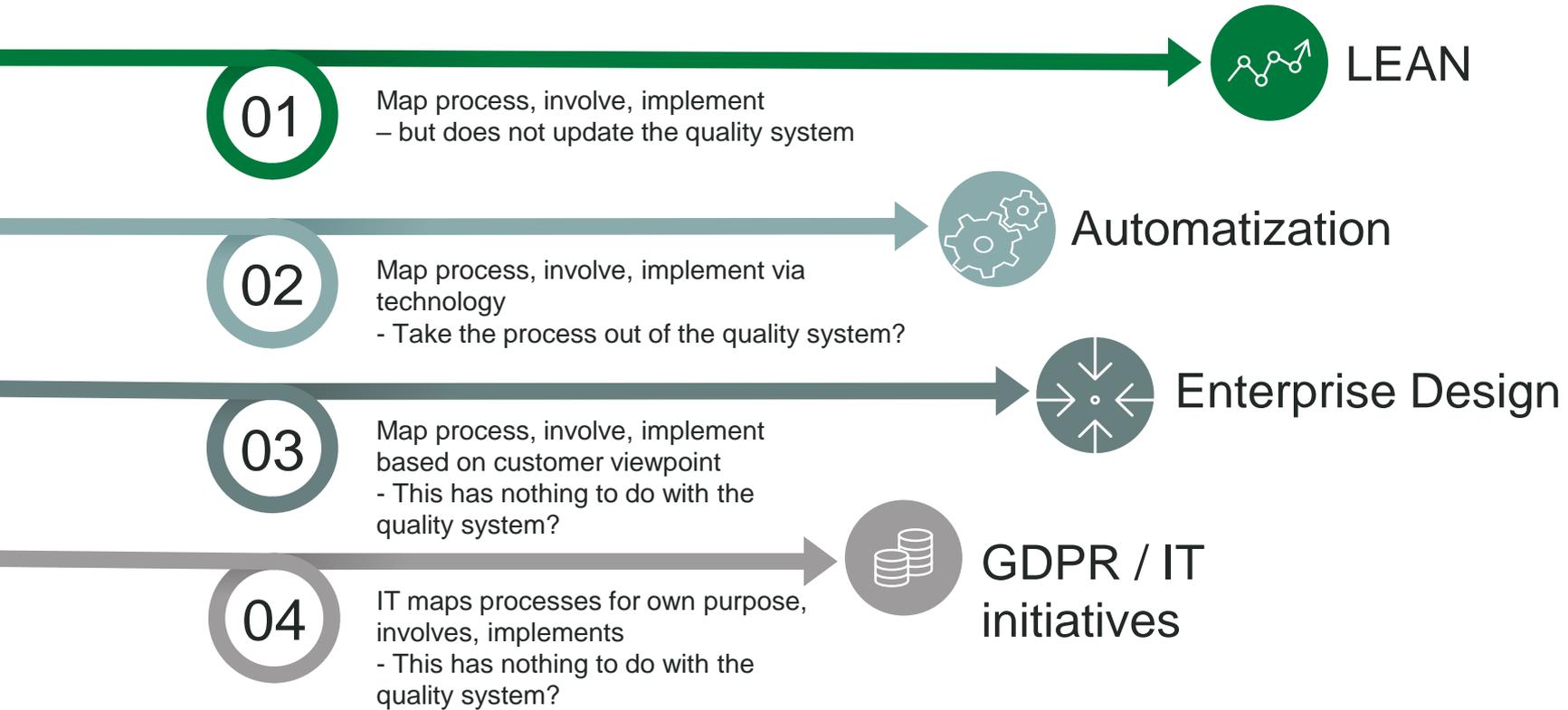
Process management means that the company has process owners that ensure that the work processes are constructed and work according to the goals they are created to achieve.



Process management means that the company, on a continuous basis and based on knowledge about the processes' ability to reach goals and be relevant, ensures that the processes are changed accordingly.



The quality management system is “under attack”



If everyone only looks at their own need

Congratulations! You have now implemented many isolated quality system

No-one has a good overview and “full control”

Many works the same way, but by their own isolated method with little knowledge sharing

...and if you work by projects, all the documentation and knowledge is in the project afterwards and no-one feels any ownership

	Business	Risk	Non conformance	Application
Quality				
LEAN				
Automatization				
Risk				

**A Business Process is a
unique organizational asset
that employs other
organizational assets.**

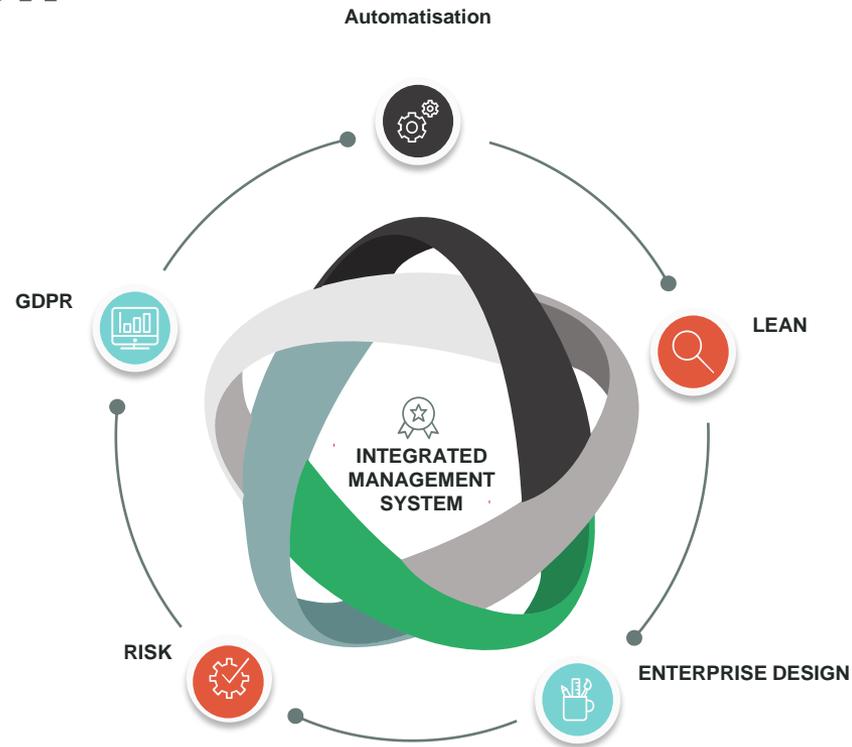
(The business process manifesto)

An organization should not have more than one set of Business Processes. All process models in the organization should be integrated into a single set of Business Processes

(The business process manifesto)

The integrated management system

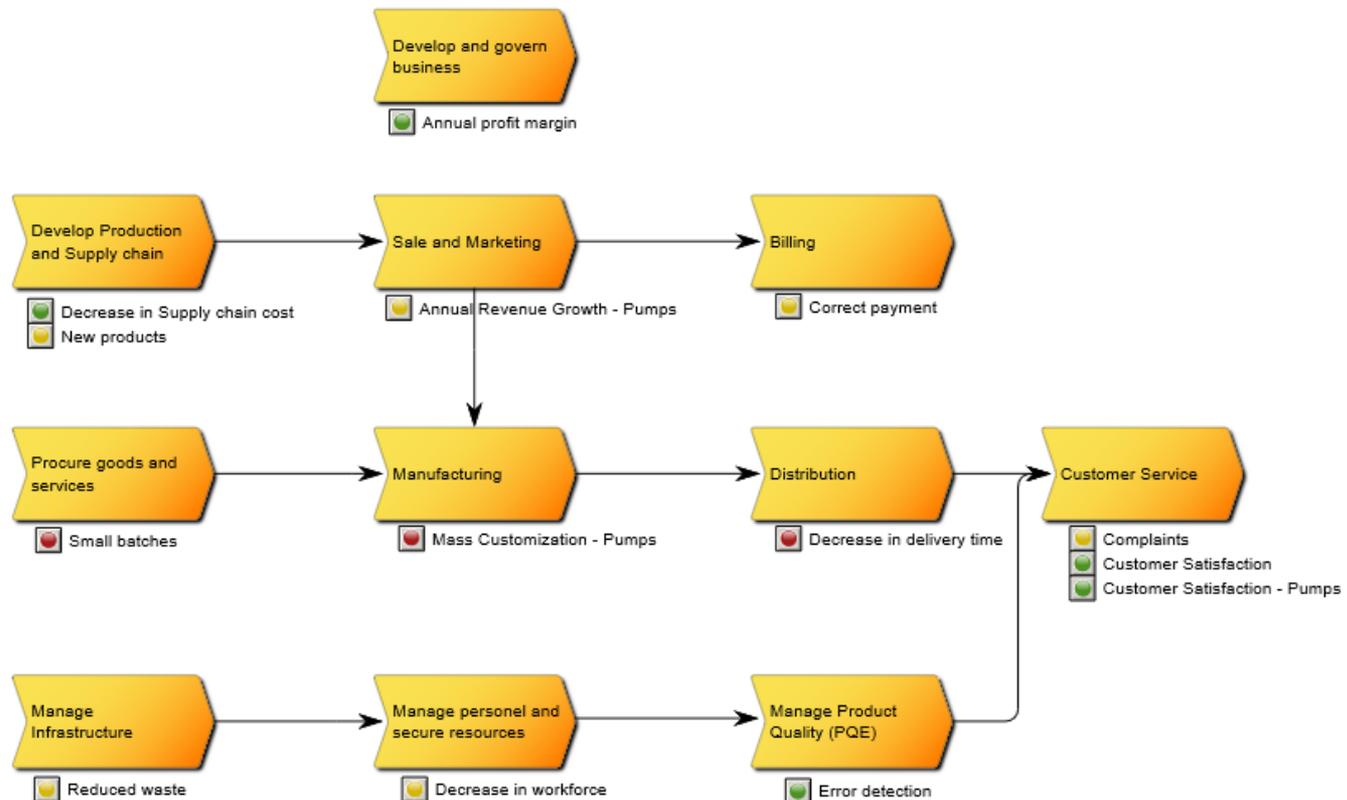
- if you believe in processes and cooperation



What does an integrated management system look like?

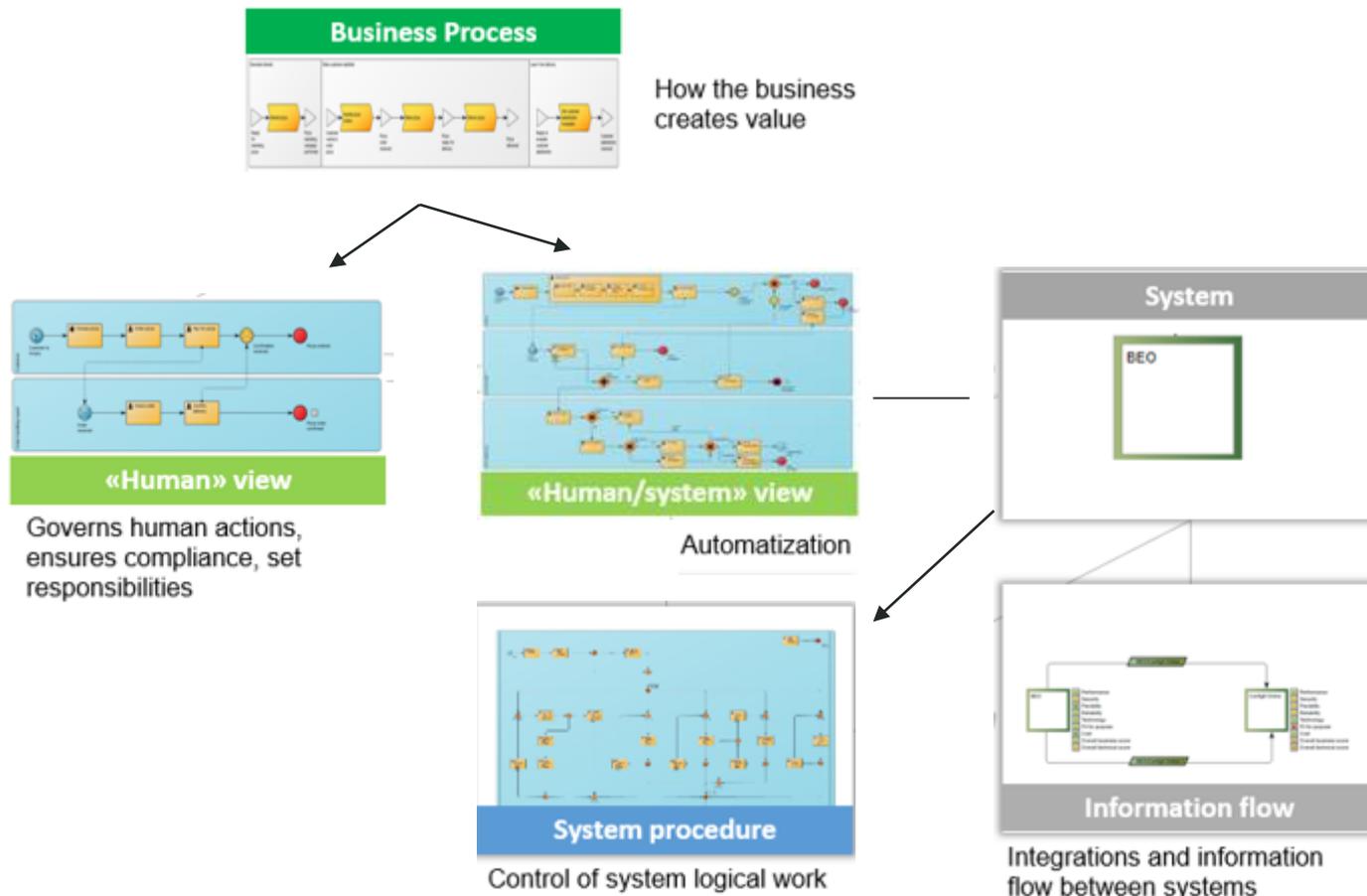
Processes – achievement of objectives are understood by the process performance

JTL Overview Business Operating Model



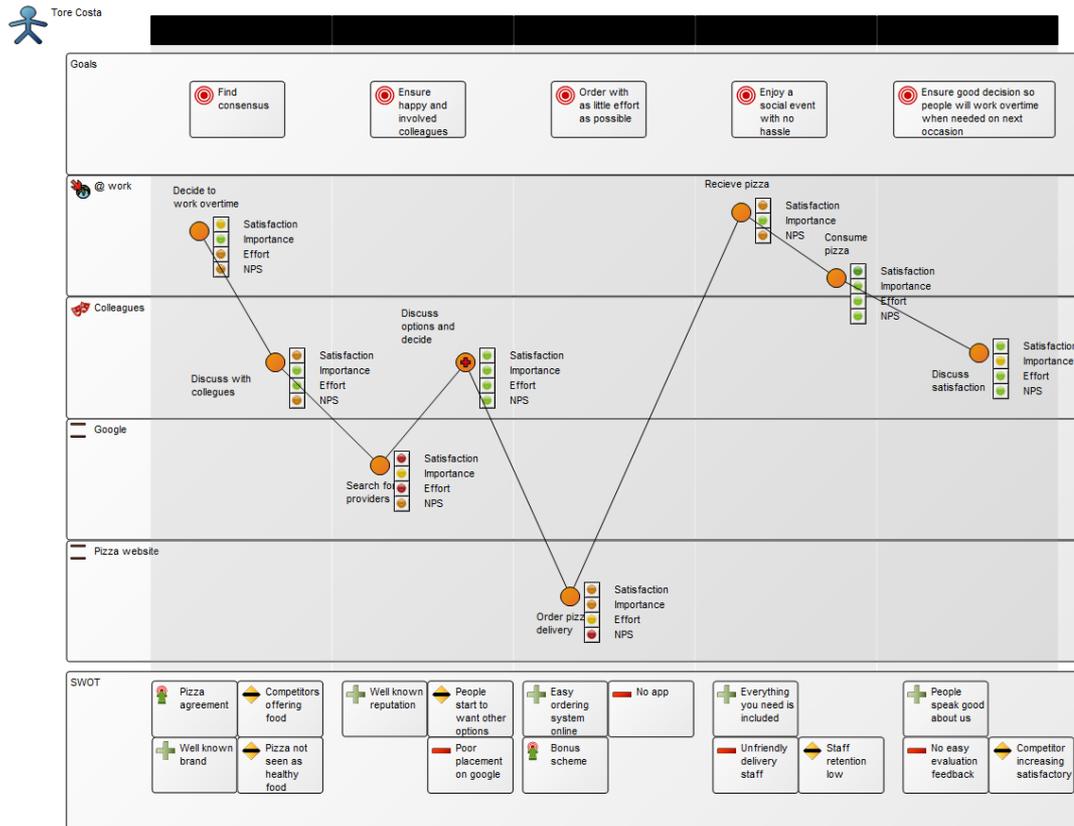
What does an integrated management system look like?

Processes – no matter how they are visualised, they are connected in a business structure defining the process once



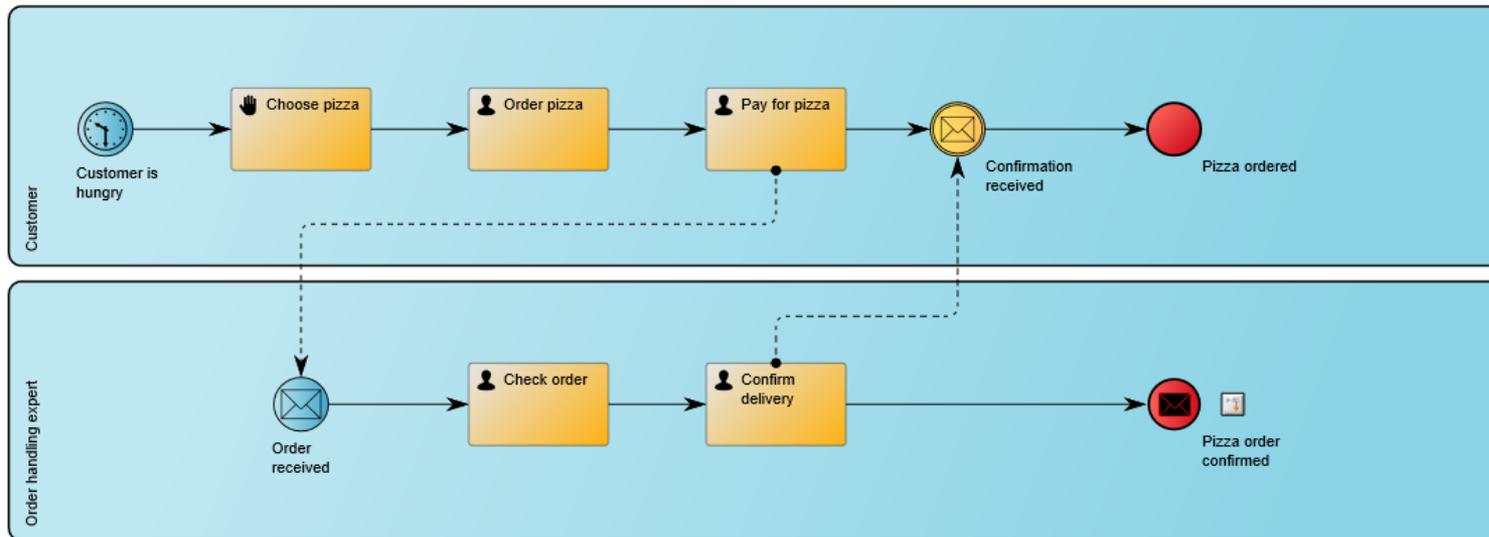
What does an integrated management system look like?

Processes – the customers process is part of the management system



What does an integrated management system look like?

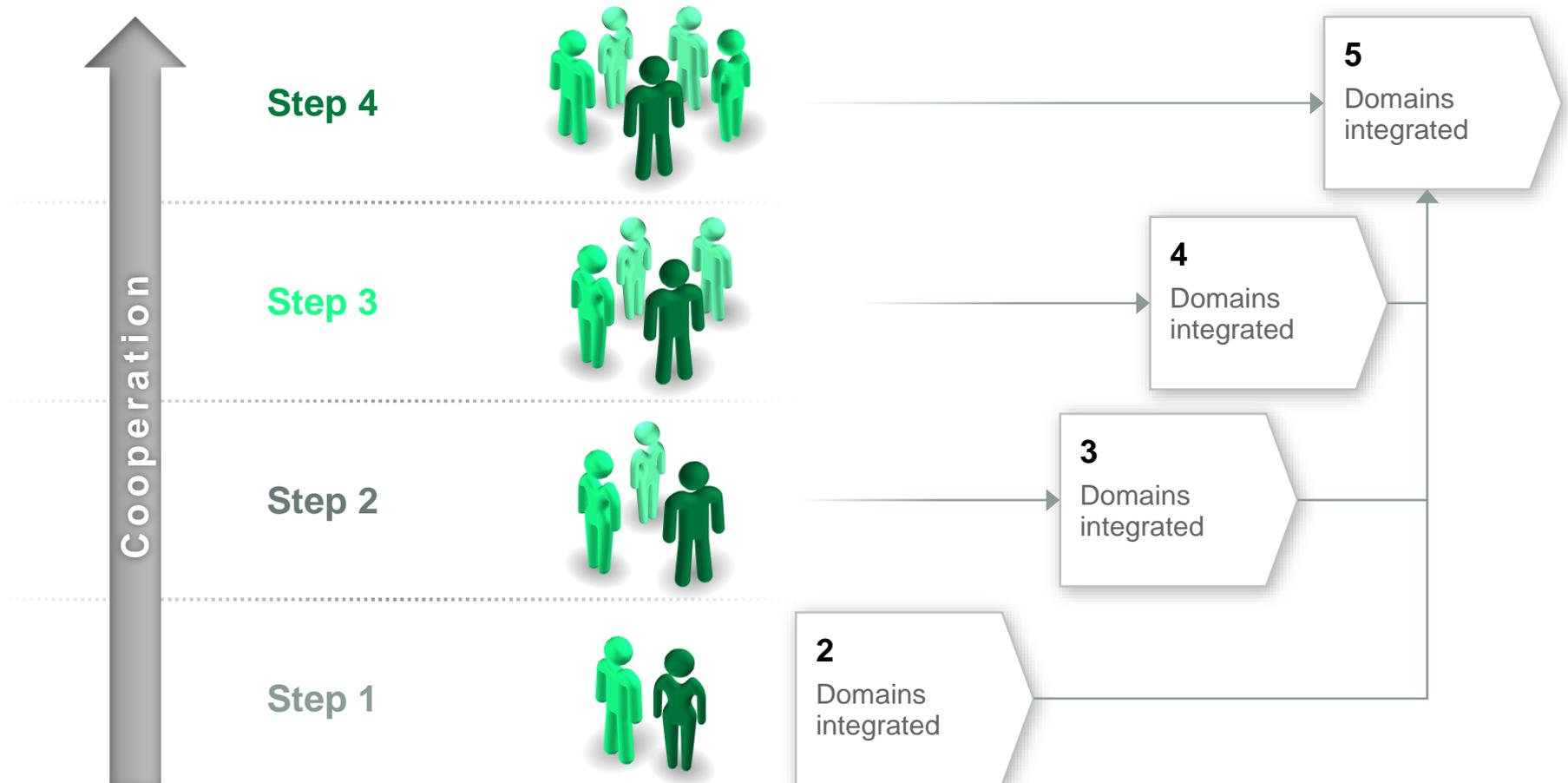
Processes – not only is the customer the central actor, but we have control of where and how much time and effort they use as well as our own capacity



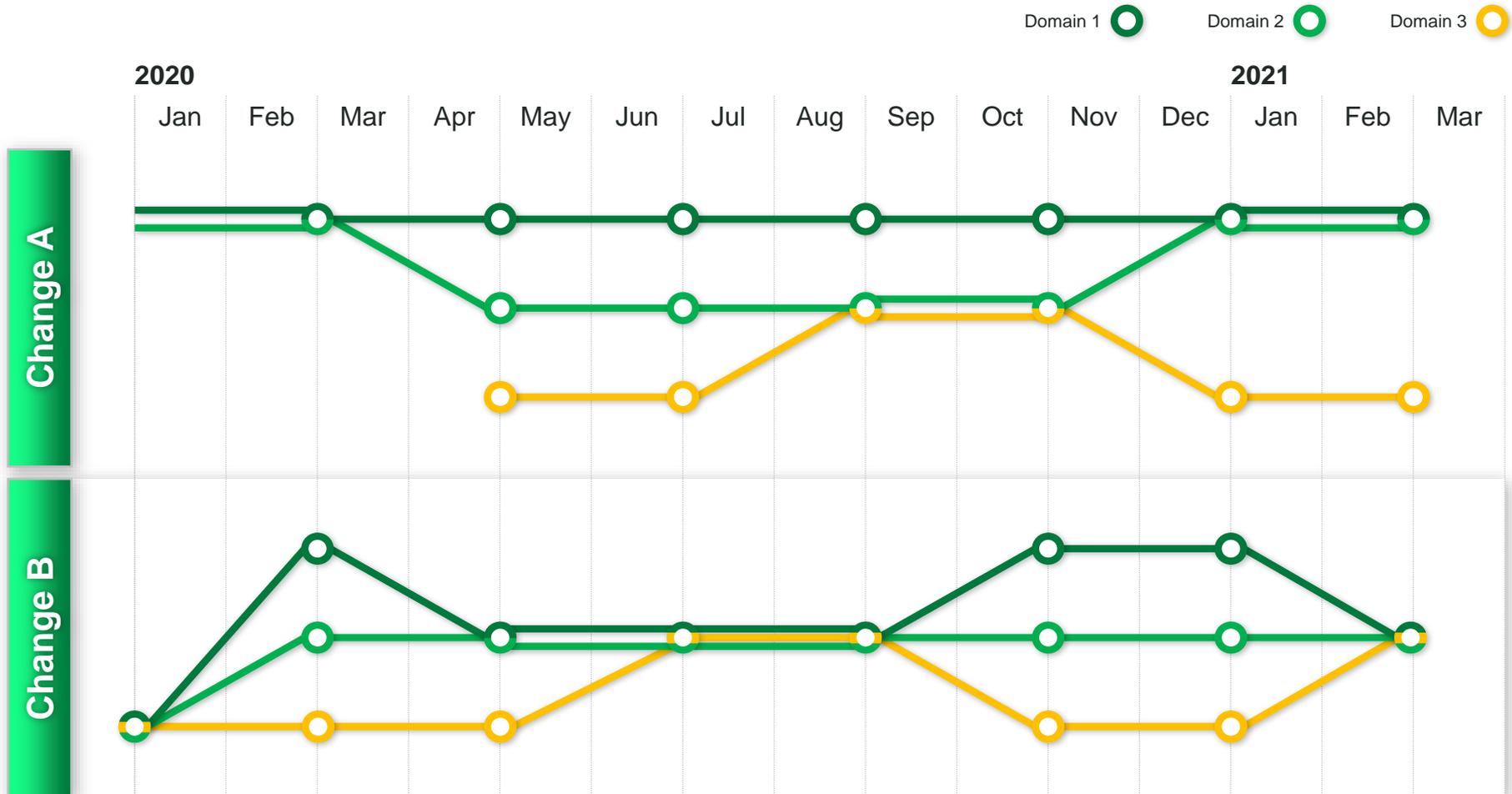
Activity	Time unit	Cost unit	Number of iterations	Cost pr iteration	Hands on time	Realistic duration	Optimistic duration	Pessimistic duration
<input type="checkbox"/> - Admin test act 3	Day	Dollar	3	20	2	3	1	5
<input type="checkbox"/> - Admin test act 2	Day	Dollar	1	100	1	2	1	3
<input type="checkbox"/> - Admin test act 1	Day	Dollar	2	50	1	5	2	7
<input type="checkbox"/> - Admin test act 5	Day	Dollar	1	2	1	2	1	2
<input type="checkbox"/> - Admin test act 4	Day	Dollar	1	1	1	1	1	1

What does an integrated management system look like?

Change processes are integrated. Changes are based on a common view. Knowledge sharing and cooperation are built into the processes

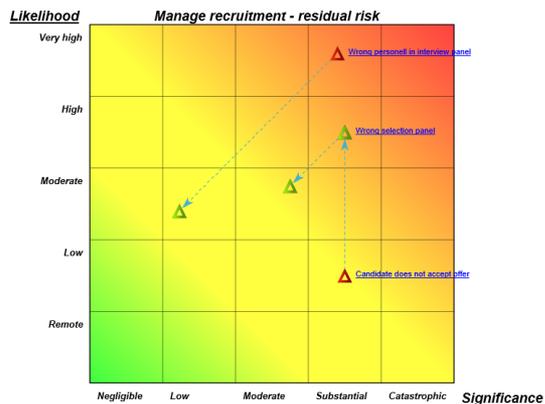
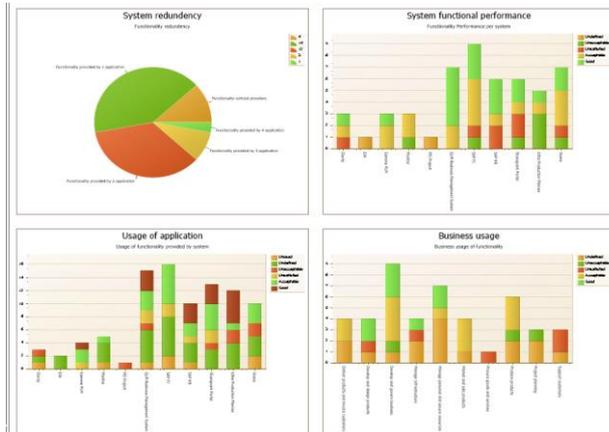


Cooperation is planned to utilize each others strenghts



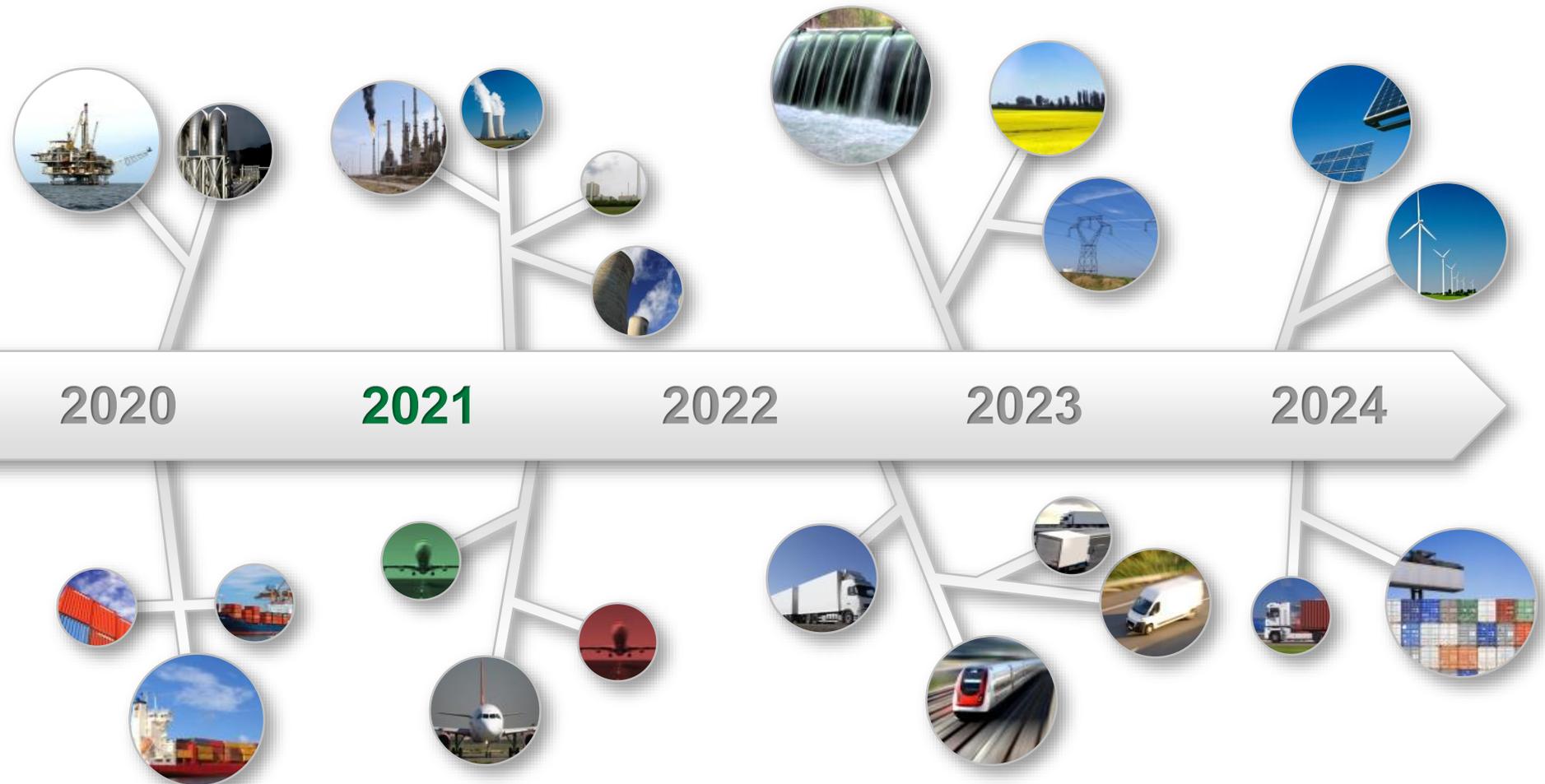
What does an integrated management system look like?

- The system measure improvements over time, and present historic, current and future scenario based data for better decision making



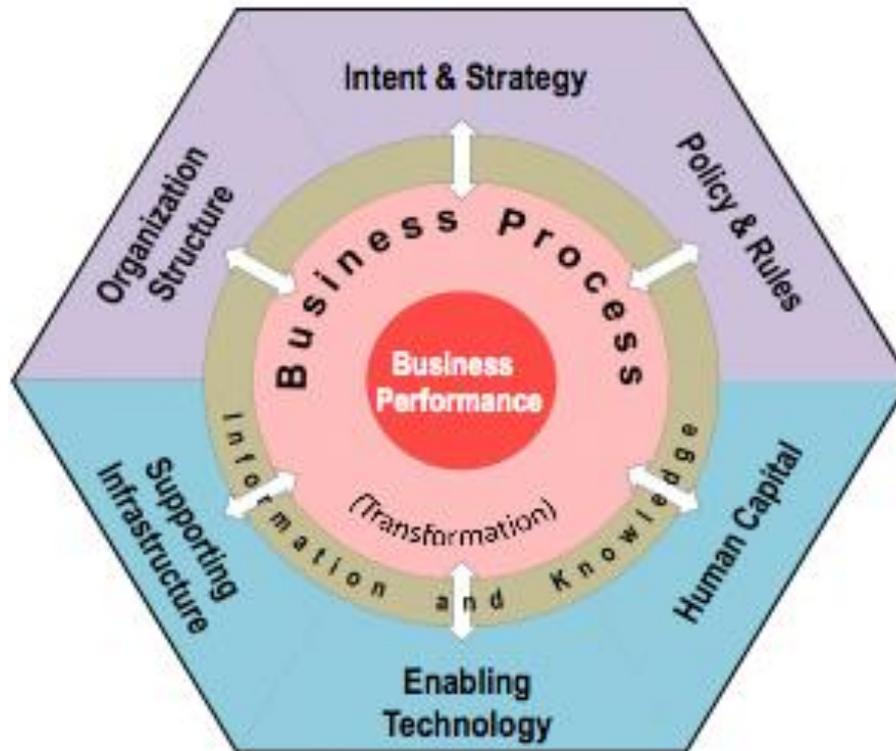
What does an integrated management system look like?

- A common roadmap for changes is central. It is dynamic depending on how the world changes



Burlton Hexagon

- more relevant than ever



You can not do this without the Quality system!

The traditional quality system is the correct starting place.

- The quality system is the best place to handle the complex and ever changing world. To get control and deliver what the company should. It facilitates continuous improvement based on low risk and high gain by ensure the whole company takes part in structured improvement. It ensure that you do not have to re-invent the wheel, or do reverse engineering for every change in the future.

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The webinars are also available in norwegian at the same date. Starting at 9 am CET.

Thank you for your attention

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<https://www.qualiware.com/about-qualiware/offices>