Quality and
7 quality management principles (QMPs)

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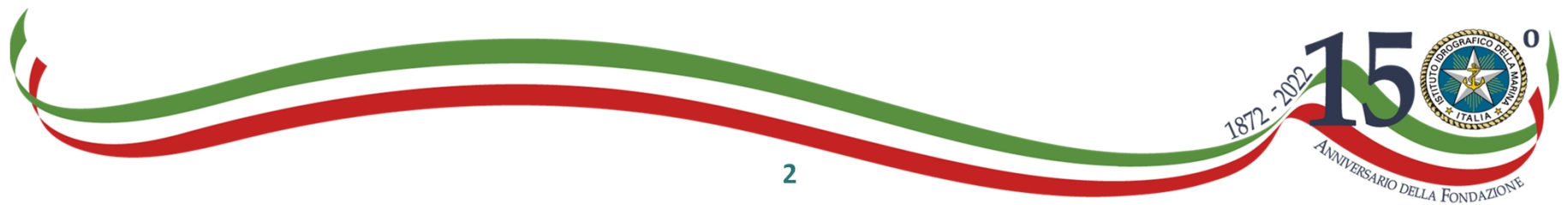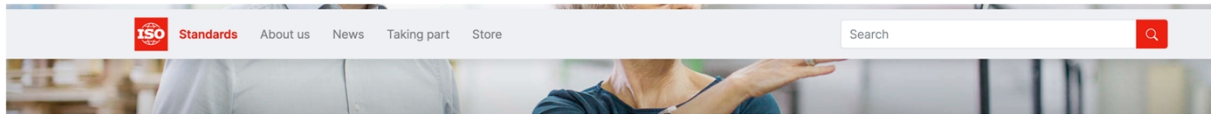
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- ISO 9000 AND QUALITY

- 7 QMPs

- DATA QUALITY (presented by Mr.LtCdr Telmo Geraldes Dias)
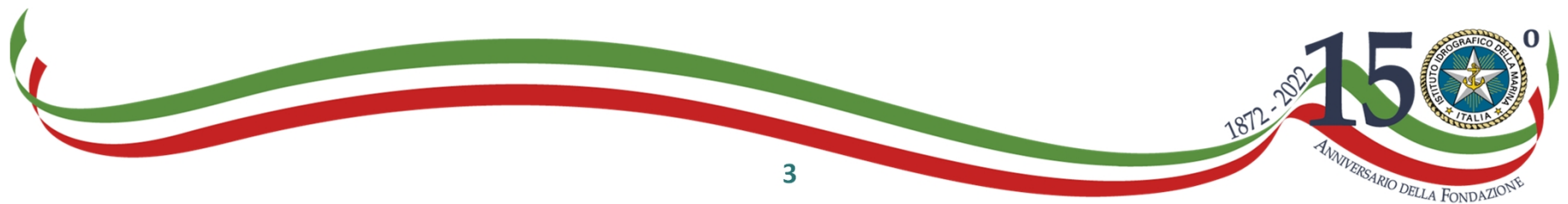
ISO 9000

← Popular standards

ISO 9000 family
Quality management

For organizations asking how to improve the quality of their products and services and consistently meet their customers' expectations, ISO has an answer. Addressing various aspects of quality management and containing some of ISO's best-known standards, there's the ISO 9000 family.

Management system standards
Providing a model to follow when setting up and operating a management system, find out more about how MSS work and where they can be applied.

- QUALITY OF PRODUCTS AND SERVICES

- CUSTOMERS' EXPEXTATIONS

QUALITY

From ISO 9000 Quality Management Systems – Fundamentals and vocabulary 2015

Section FUNDAMENTAL CONCEPTS

Quality
An organization focused on quality promotes a culture that results in the behavior, attitudes, activities and processes that deliver value through fulfilling the needs and expectations of customers and other relevant interested parties.
The quality of an organization's products and services is determined by the ability to satisfy customers and intended and unintended impact on relevant interested parties.
The quality of products and services includes not only their intended function and performance, but also their perceived value and benefit to the customer.
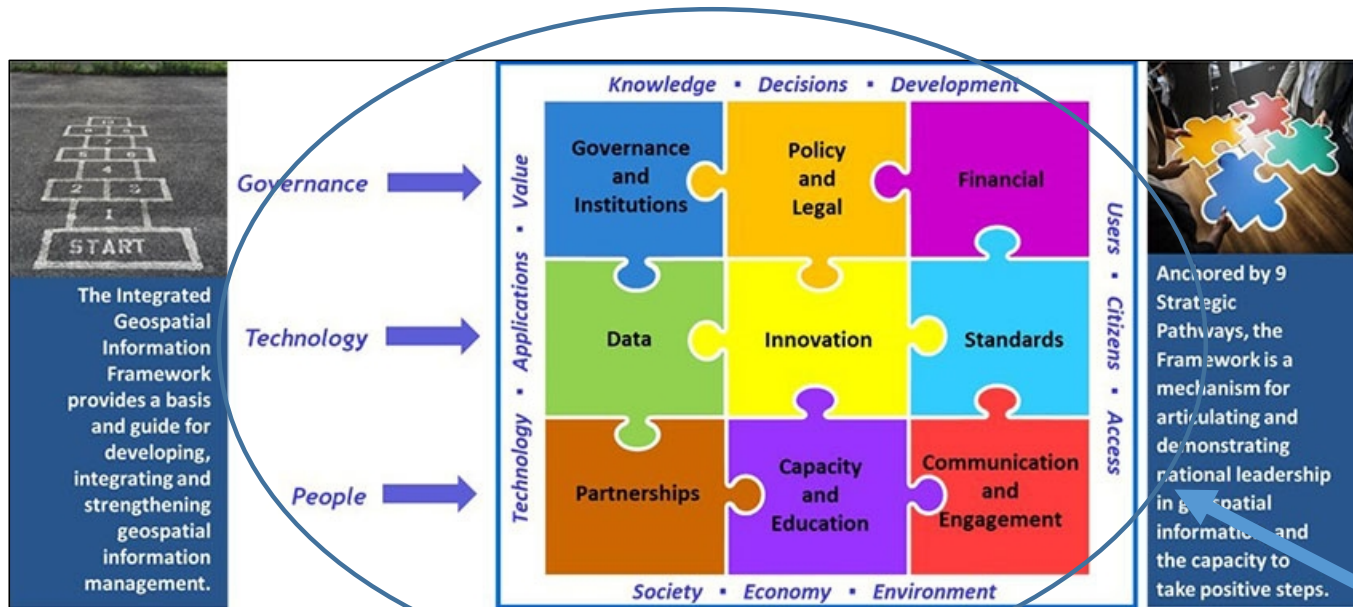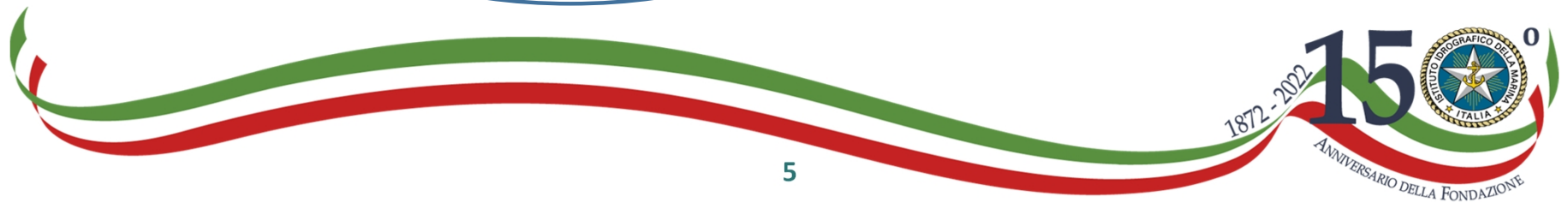
Section DEFINITIONS

Quality
degree to which a set of inherent characteristics of an object fulfills requirements

Note 2 "inherent", as opposed to "assigned", means existing in the object

QUALITY

7 QMPs

- The document introduces seven quality management principles (QMPs)
- ISO 9000, ISO 9001 and related ISO quality management standards are based on these seven QMPs.
- It provides for each QMP :
  - Statement : Description of the principle (what)
  - Rationale : Explanation of importance of the principle for the organization (why)
  - Actions you can take (how)
  - Key benefits (use cases-best practice)

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7 QMPs

The seven quality management principles are:

QMP 1 – Customer focus
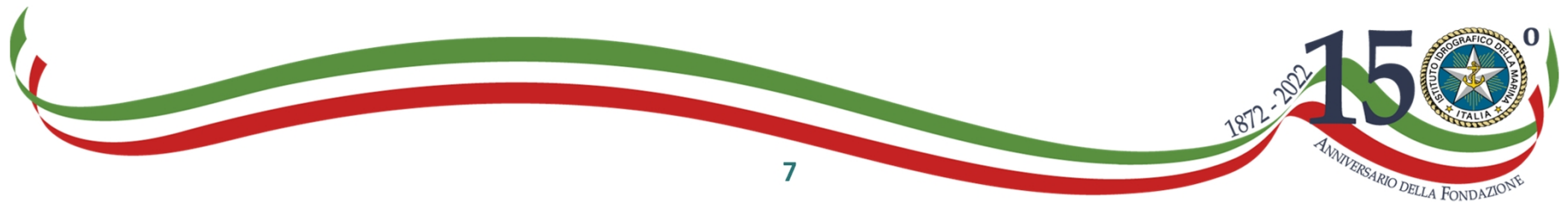
QMP 2 – Leadership

QMP 3 – Engagement of people

QMP 4 – Process approach

QMP 5 – Improvement

QMP 6 – Evidence-based decision making

QMP 7 – Relationship management

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7 QMPs FROM MSDI PERSPECTIVE

QUALITY MANAGEMENT PRINCIPLES (QMPs)	MSDI PERSPECTIVE
QMP 1 – Customer focus	All possible **users** are MSDI customers
QMP 2 – Leadership	MSDI needs a **strategic vision**, aligning policies, processes and data
QMP 3 – Engagement of people	focusing people enables a **people centric** and not only data centric MSDI
QMP 4 – Process approach	MSDI data management is a **blockchain** of individual trusted processes
QMP 5 – Improvement	MSDI is a long term **change of view** and not an objective to achieve or a web portal
QMP 6 – Evidence-based decision making	MSDI **links** data and information to policy and governance
QMP 7 – Relationship management	networking enables MSDI **shared knowledge**
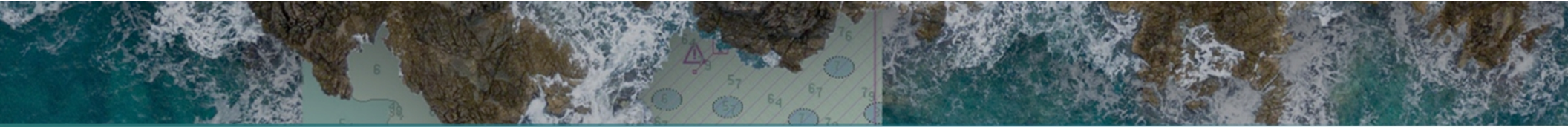
DATA QUALITY FROM MSDI PERSPECTIVE…