

ISO Management Systems & NC State Assistance

May10, 2023

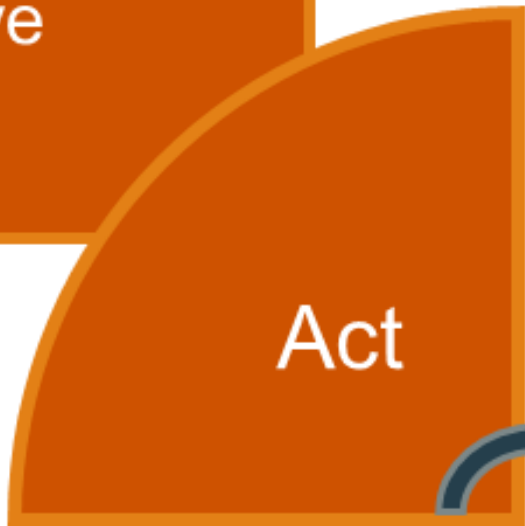


What is a Management System?

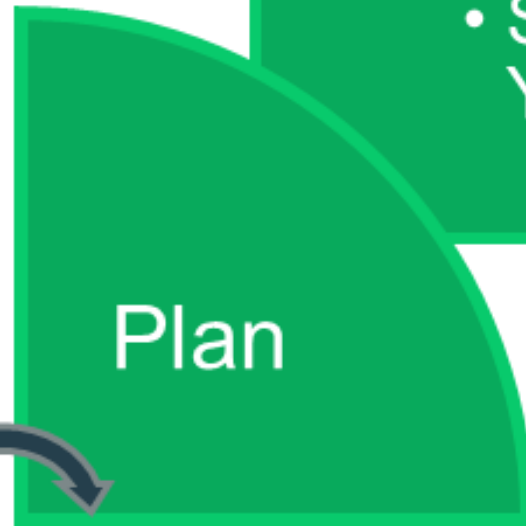
- Is not a compliance program but compliance is a core commitment.
- Promotes fundamental business process discipline.
- Process-based standard defining minimum requirements for a successful system.
- Strategic decision to improve organizational performance.
- Provide basis for continuous improvement.
- Identifies organization's objectives.
- Determine processes and resources required to achieve desired results.
- Manages interacting processes and resources.
- Enables long- and short-term decisions based on data.
- Identifies risks and opportunities.

10
Improvement

• Improve It



• Say What You Do



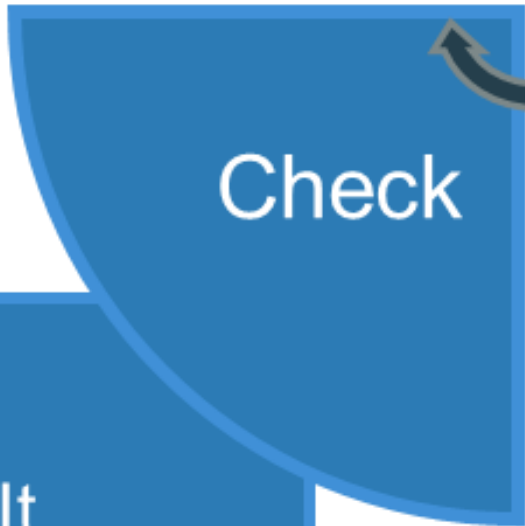
4
Context of Organization

5
Leadership

6
Planning

9
Performance Evaluation

• Prove It



• Do What You Say

7
Support

8
Operation

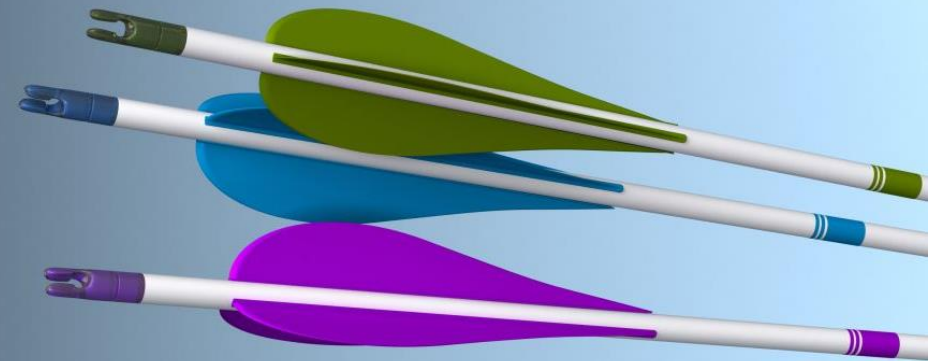


Why do businesses care about Management Systems?

- Sustainability
- Expansion of markets
- Efficiency of operations
- Improved customer satisfaction
- Survival

Why do customers care about Management Systems?

- Demonstrates the ability to satisfy customer requirements
- Reduces the need for costly onsite supplier audits
- Shows evidence of commitment to improvement of customer satisfaction and process effectiveness





High Level Product Offerings

- Implementation programs, Internal Audits, Pre-assessment Audits, Coaching as needed
 - ISO 9001
 - AS9100 / AS9110 / AS9120 - Aerospace
 - ISO/IATF 16949 – Automotive
 - ISO 13485 – Medical Devices
 - ISO 14000 – Environmental
 - ISO 45001 – Health & Safety
 - ISO 50001 – Energy
- Practical Project Management
- Performance Excellence & Baldrige
- Quality Core Tools
 - DFMEA/PFMEA
 - APQP
 - PPAP
 - SPC
 - Problem Solving, Root Cause Analysis, & Corrective Action

Customized Solutions

Standard 2- or 3-day Internal Auditor Training

1-day Internal Auditor Upgrade Training

ISO Overview

Executive Overview

Implementation Program

*Collaboration with Process Optimization Team
for many projects*

All of these solutions can be customized per client need.

Meet the Team!

Adrienne Kroll



Angela Barger



Nora Milley



Kristin Case



Questions?

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