



Principles of Quality Management System



(a) Customer focus

Organisations depend on their customers and they should therefore understand current and future customer needs, meet customer requirements, and strive to exceed customer expectations.

(b) Leadership

Leaders establish unity of purpose and direction of the organisation. They should create and maintain the internal environment in which people can become fully involved in achieving the organisation's objectives.

(c) Involvement of people

People at all levels are the essence of an organisation and their full involvement enables their abilities to be used for the organisation's benefit.

(d) Process approach

A desired result is achieved more efficiently when activities and related resources are managed as a process.

(e) System approach to management

Identifying, understanding and managing interrelated processes as a system contributes to the organisation's effectiveness and efficiency in achieving its objectives.

(f) Continual improvement

Continued improvement of an organisation's overall performance should be a permanent objective of the organization.

(g) Factual approach to decision making

Effective decisions are based on the analysis of data and information.

(h) Mutually beneficial supplier relationships

An organisation and its suppliers are interdependent, and thus a mutually beneficial relationship enhances the ability of both parties to create value.