TQMS TOTAL QUALITY MANAGEMENT SYSTEMS

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CIS

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BMSC BUSINESS MANAGEMENT SYSTEMS CONSULTING

Highlights

- **The Role of Artificial Intelligence (AI)**
- **Integrating Climate Change into ISO 9001:2015**
- **Embracing Sustainability and Green Quality Management**
- **Human-Centered Quality Management**

AUDITS

NCR

KPI Metrics

ACTIONS

Contents

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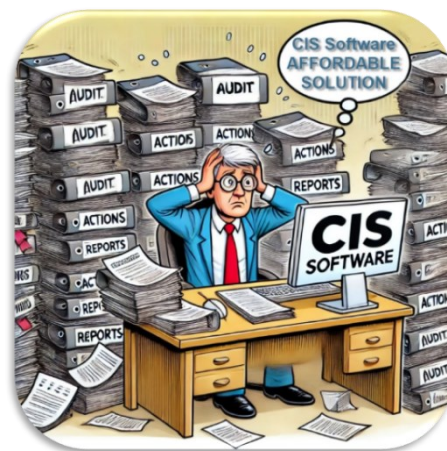
The Role of Artificial Intelligence (AI):

Machine Learning in Modern Quality Management

In the rapidly evolving landscape of quality management, the integration of Artificial Intelligence (AI) and Machine Learning (ML) is revolutionizing how organizations approach quality assurance and control. These advanced technologies are not only enhancing the accuracy and efficiency of quality processes but are also enabling a more proactive approach to managing potential quality issues. In this article, we will explore two critical applications of AI and ML in quality management: Predictive Quality Analytics and Automated Quality Inspections.

Predictive Quality Analytics: Anticipating and Preventing Quality Issues

One of the most significant contributions of AI and ML to quality management is the ability to predict potential quality issues before they manifest. Traditionally, quality control has relied on historical data analysis and manual inspections to identify defects and inefficiencies. While these methods are still valuable, they often result in reactive measures, addressing problems only after they have occurred. Predictive Quality Analytics, powered by AI and ML, is changing this dynamic by enabling a more proactive approach.

How Predictive Quality Analytics Works

Predictive Quality Analytics leverages vast amounts of data generated throughout the production process. This data can include information from sensors, production line metrics, environmental conditions, machine performance, and even customer feedback. AI and ML algorithms analyze this data in real-time, identifying patterns and correlations that might not be immediately apparent to human inspectors.

For example, if a particular machine in the production line consistently produces parts that deviate slightly from specifications under certain temperature conditions, AI can detect this pattern and alert the quality management team. By identifying these subtle trends, organizations can take corrective action before the deviation becomes significant enough to impact product quality.

Benefits of Predictive Quality Analytics

1. **Early Detection of Issues:** By identifying potential problems early in the production process, companies can reduce the likelihood of defects reaching the final product. This

not only improves product quality but also reduces the costs associated with rework, scrap, and customer returns.

2. **Improved Decision-Making:** Predictive analytics provides quality managers with actionable insights, allowing them to make informed decisions about process improvements, maintenance schedules, and resource allocation.

3. **Enhanced Efficiency:** By automating the analysis of production data, AI and ML free up human resources to focus on higher-level tasks, such as process optimization and strategic planning.

4. **Continuous Improvement:** As AI systems learn from new data, they continually refine their predictions, leading to ongoing improvements in quality management processes.

Automated Quality Inspections: Enhancing Accuracy and Reducing Human Error

Another transformative application of AI and ML in quality management is Automated Quality Inspections. Traditionally, quality inspections have been labor-intensive processes that rely on human inspectors to visually examine products for defects. While skilled inspectors can identify many issues, human error and fatigue can lead to inconsistencies in inspection results. Automated Quality Inspections, powered by AI, offer a solution to these challenges.

How Automated Quality Inspections Work

Automated Quality Inspections use AI-powered visual inspection systems that are integrated into

the production line. These systems typically consist of high-resolution cameras and sensors that capture detailed images of each product as it moves through the line. AI algorithms then analyze these images in real-time, comparing them against predefined quality standards and identifying any deviations or defects.

For example, in an automotive manufacturing plant, an AI-powered inspection system might be used to examine the paint quality of car bodies. The system can detect even the smallest imperfections, such as tiny scratches or uneven paint application, which might be missed by a human inspector.

Benefits of Automated Quality Inspections

1. **Increased Accuracy:** AI-powered inspection systems can detect defects with a higher level of accuracy than human inspectors, especially in high-speed production environments where consistency is critical.

2. **Real-Time Feedback:** Automated inspections provide immediate feedback, allowing production teams to address issues as they arise, rather than after the fact. This helps to minimize the impact of defects on overall product quality.

3. **Scalability:** Automated inspection systems can easily be scaled to handle large volumes of products, making them ideal for industries with high production rates, such as electronics, automotive, and pharmaceuticals.

4. **Cost Reduction:** By reducing the reliance on manual inspections, companies can lower labor costs and minimize the risk of costly product recalls due to undetected defects.

5. **Consistency:** Unlike human inspectors, who may vary in their attention to detail or interpretation of standards, AI systems apply the same criteria consistently, ensuring uniform quality across all products.

The Future of AI and Machine Learning in Quality Management

As AI and ML technologies continue to advance, their role in quality management is expected to grow even more significant. Future developments may include the integration of AI with other emerging technologies, such as the Internet of Things (IoT) and blockchain, to create even more robust and transparent quality management systems.

For instance, combining AI with IoT could enable real-time monitoring of every aspect of the production environment, from machine performance to raw material quality, allowing for even more precise control over product quality. Meanwhile, blockchain technology could provide a secure and immutable record of all quality inspections, ensuring traceability and accountability throughout the supply chain.
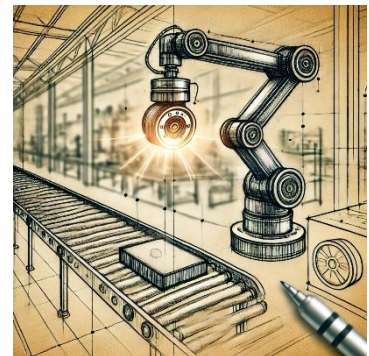
In conclusion, AI and Machine Learning are transforming the field of quality management by enabling organizations to predict and prevent quality issues before they occur and by automating the inspection process to achieve greater accuracy and efficiency. As these technologies continue to evolve, they will play an increasingly vital role in ensuring that products meet the highest standards of quality, while also driving innovation and continuous improvement in manufacturing processes. Organizations that embrace these advancements will be well-positioned to lead in an increasingly competitive and quality-conscious marketplace.

Elevate Your Auditing Skills:

Join Our In-Depth Internal Audit Seminar – Online Edition!

Are you ready to take your internal auditing expertise to the next level? Whether you're a seasoned professional or new to the field, our **Internal Audit Seminar – Online Edition** is the perfect opportunity to sharpen your skills, gain valuable insights, and connect with industry experts. Join us on **November 5th and 6th, 2024**, for two days of comprehensive, hands-on learning that will empower you to excel in your auditing role.

Why Attend?

Our Internal Audit Seminar has been revamped for 2024, offering you a fresh, dynamic approach to mastering ISO 9001:2015 and AS9100 standards. This isn't just another online course – it's an immersive experience designed to provide you with actionable insights and practical tools that you can immediately apply in your work. Led by renowned experts Peter Sanderson and Bretta Kelly, this seminar promises to be a transformative experience for all attendees.

What's in Store?

- **In-Depth Sessions:** Over two days, you'll engage in two intensive 5-hour sessions filled with valuable content designed to enhance your understanding of internal auditing best practices. We've packed these sessions with everything you need to know about ISO 9001:2015 and AS9100, from the basics to advanced auditing techniques.

- **Hands-On Learning:** We believe that the best way to learn is by doing. That's why our seminar includes real-time exercises that mirror the practical challenges you'll face during internal audits. You'll get the chance to apply what you learn in a supportive environment, ensuring that you leave with the confidence to tackle audits head-on.

- **Homework Assignments:** To reinforce the day's learning and prepare you for the next session, you'll receive homework assignments designed to deepen your understanding and retention of the material. These assignments are an excellent way to cement your knowledge and get the most out of the seminar.

- **Assessment and Feedback:** At the end of the seminar, you'll participate in a quiz that will assess your grasp of the topics covered. This assessment isn't just about testing your knowledge – it's an opportunity to receive personalized feedback on areas where you excel and where you might need a bit more focus.

- **Comprehensive Resources:** As part of your seminar package, you'll receive three invaluable .PDF books that will serve as your go-to resources long after the seminar ends:

    - *"Internal Auditor Seminar"* – Your primary guide to the nuances of internal auditing.

    - *"ISO 9001:2015 - A Simple Explanation"* – Break down the complexities of ISO 9001:2015 with straightforward explanations and actionable steps.

    - *"AS9100 - A Simple Explanation"* – Dive into the specifics of AS9100 with practical guidelines and clear explanations.

- **Certificate of Completion:** Upon successful completion of the seminar and the quiz, you'll receive a certificate that recognizes your enhanced competency in internal auditing. This certificate is a testament to your commitment to quality and your professional growth.

Why This Seminar Stands Out

- **Expert Guidance:** Learn from the best in the industry. Peter Sanderson and Bretta Kelly bring years of experience and a wealth of knowledge to the seminar, ensuring that you receive top-tier training.

- **Interactive Experience:** This isn't just a lecture series. Our seminar is designed to be interactive, with plenty of opportunities for you to ask questions, participate in discussions, and engage with your peers.

- **Tailored Content:** We understand that each industry and organization has unique needs. That's why our seminar includes case studies and examples relevant to a wide range of industries, from third-party logistics to aerospace manufacturing.

Who Should Attend?

- **Quality Managers:** Enhance your auditing skills and learn the latest best practices to ensure your organization meets ISO 9001:2015 and AS9100 standards.

- **Internal Auditors:** Whether you're new to internal auditing or looking to refresh your skills, this seminar offers valuable insights and practical tools.

- **Compliance Officers:** Stay up-to-date with the latest standards and learn how to implement effective auditing processes within your organization.

- **Team Leaders and Supervisors:** Equip yourself with the knowledge and skills to lead your team in maintaining high-quality standards.

Flexible Pricing Options

We offer a range of pricing options to suit organizations of all sizes:

- **1 Attendee:** $500.00

- **2 Attendees:** $900.00

- **3 Attendees:** $1,200.00

- **4 Attendees:** $1,500.00

- **5 or More Attendees:** $365.00 per attendee

Ensure your team has the expertise needed to perform at the highest level. By attending together, you'll not only benefit from group discounts but also foster a shared commitment to quality within your organization.

Don't Miss Out! Secure Your Spot Today

Spaces for this highly anticipated seminar are limited, so don't delay – reserve your spot now and take the first step towards elevating your auditing capabilities. Whether you're looking to refine your skills or gain new ones, this seminar offers a rich blend of theory, practical application, and expert guidance.

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Prepare to dive deep into the world of internal auditing, engage with industry leaders, and leave with the tools you need to drive quality and compliance in your organization. We look forward to seeing you there!
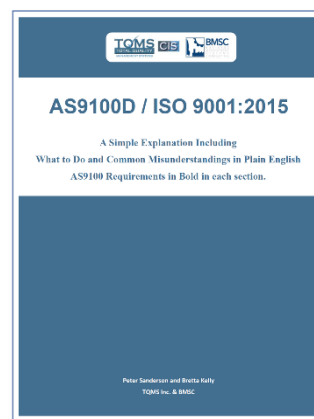
Integrating Climate Change into ISO 9001:2015:

A Pathway to Sustainable Quality Management

In February 2024, ISO and the International Accreditation Forum (IAF) jointly issued amendments to the Management Systems Standards (MSS) that formally incorporate climate change considerations into ISO 9001:2015. This pivotal update reflects the growing global consensus on the critical need to address climate change and aligns with broader environmental and sustainability goals.

Why Climate Change Matters in ISO 9001:2015

ISO 9001:2015 has always focused on ensuring that organizations consider both internal and external factors that could impact the effectiveness of their management systems. Climate change, as a global issue, introduces various risks and opportunities that organizations must consider to remain resilient and sustainable. The new amendments mandate that organizations evaluate the relevance of climate change to their specific operations, aligning with clauses 4.1 (Understanding the Organization and its Context) and 4.2 (Understanding the Needs and Expectations of Interested Parties).

Implementing the Climate Change Amendments in ISO 9001:2015

1. Assessing Relevance

- **Understand the Context**: Organizations must assess whether climate change impacts their business context. This includes evaluating how changing climate conditions, regulations, and market expectations could affect their operations, supply chains, and overall strategic direction.

- **Engage Stakeholders**: Climate change affects a broad range of stakeholders, including customers, suppliers, investors, and the community. Understanding their expectations and concerns about climate-related issues is crucial in shaping the organization's approach.

2. Integrating into Objectives and Risk Management

- **Incorporate into Strategic Planning**: Once climate change is identified as a relevant factor, it should be integrated into the organization's strategic objectives. This could involve setting targets for reducing greenhouse gas emissions, enhancing energy efficiency, or preparing for the physical impacts of climate change.

- **Risk Evaluation**: Organizations should include climate change in their risk management processes. This involves identifying potential climate-related risks, such as supply chain

disruptions or regulatory changes, and determining how to mitigate or adapt to these risks.

3. Documentation and Certification

- **Update Documentation**: Although the amendments do not require the issuance of a new certification document, organizations should ensure that their management system documentation reflects the consideration of climate change. This includes updating risk assessments, objectives, and monitoring processes.

- **Audit and Certification**: Certification bodies (CBs) will now assess whether organizations have adequately considered climate change in their management systems. This does not mean that auditors need to be climate experts, but they must ensure that the organization's process for considering climate change is thorough and effective.

Challenges and Opportunities

Challenges

- **Complexity**: For some organizations, particularly small and medium-sized enterprises (SMEs), understanding and evaluating the impacts of climate change can be complex and resource-intensive.

- **Uncertainty**: The unpredictable nature of climate change and its varied impacts across different regions and industries can make it challenging to anticipate and plan for.

Opportunities

- **Innovation**: Addressing climate change can drive innovation, leading to the development of new products, services, and business models that enhance sustainability.

- **Market Advantage**: Organizations that proactively address climate change may gain a competitive advantage by meeting the increasing demand for environmentally responsible products and services.

Conclusion

The integration of climate change considerations into ISO 9001:2015 represents a significant step towards more sustainable and resilient quality management systems. By addressing climate change within their management systems, organizations not only comply with the latest standards but also contribute to global sustainability efforts. Implementing these changes requires a strategic approach, but the long-term benefits—both for the organization and the planet—are well worth the effort.

Embracing Sustainability and Green Quality Management

As the world grapples with environmental challenges, businesses are increasingly adopting sustainability as a core component of their operations. Quality management, traditionally focused on ensuring that products meet specified standards, is evolving to integrate sustainability principles. In 2024, this shift is evident through the growing adoption of Circular Economy principles and the alignment of quality standards with sustainability goals. This article explores these emerging trends and how they are transforming the field of quality management.

Circular Economy Principles: Redefining Product Life Cycles

The Circular Economy represents a radical departure from the traditional linear model of production, where products are made, used, and then discarded. Instead, the Circular Economy focuses on designing products with their entire life cycle in mind, emphasizing reuse, recycling, and repurposing to minimize environmental impact. Quality management plays a crucial role in this transformation, ensuring that sustainable practices are embedded in every stage of the product's life cycle.

Designing for Longevity and Reusability

At the heart of Circular Economy principles is the concept of designing products for longevity, reusability, and recyclability. This approach requires quality managers to work closely with designers and engineers to ensure that products are not only high-quality but also sustainable. For example, when developing a new electronic device, quality management teams might focus on selecting materials that are durable, easily disassembled, and recyclable.

Designing for reusability involves creating products that can be repaired, upgraded, or repurposed, extending their useful life and reducing the need for new resources. This approach requires a deep understanding of how products are used and how they can be modified over time. Quality management ensures that these modifications do not compromise the product's performance or safety.

Closing the Loop with Recycling

Recycling is a key component of the Circular Economy, and quality management plays a vital role in ensuring that recycled materials meet the necessary standards for reuse. This involves setting strict quality criteria for recycled materials, such as plastics, metals, and glass, to ensure they can be effectively used in new products.

Quality managers also work to optimize recycling processes, ensuring that materials are efficiently collected, sorted, and processed to maintain their quality. This may involve collaborating with suppliers and recycling facilities to establish best practices and standards for material recovery and reuse.

Innovative Approaches to Repurposing

Repurposing involves finding new uses for products or materials that have reached the end of their original life cycle. Quality management teams are increasingly involved in identifying opportunities for repurposing, ensuring that products are safe and effective in their new applications.

For example, construction companies might repurpose materials from demolished buildings, such as steel and concrete, for use in new projects. Quality management ensures that these repurposed materials meet the necessary structural and safety standards, contributing to sustainable construction practices.

Sustainable Quality Standards: Aligning Quality with Environmental Goals

As sustainability becomes a priority for businesses and consumers alike, organizations are aligning their quality standards with environmental goals. This shift involves redefining what "quality" means, moving beyond traditional metrics of performance and durability to include environmental impact, resource efficiency, and carbon footprint reduction.

Reducing Carbon Footprints

One of the most significant ways that organizations are aligning quality standards with sustainability goals is by focusing on reducing their carbon footprints. This involves evaluating the entire production process, from raw material extraction to manufacturing, distribution, and end-of-life disposal, to identify opportunities for reducing greenhouse gas emissions.

Quality management teams play a key role in this process by setting standards for energy efficiency, material sourcing, and waste reduction. For example, they might establish criteria for selecting suppliers based on their carbon emissions, or implement energy-efficient manufacturing processes that reduce the overall carbon footprint of the product.

Minimizing Waste

Waste reduction is another critical aspect of sustainable quality management. Organizations are increasingly adopting zero-waste policies, which aim to eliminate waste at every stage of the product life cycle. This requires a comprehensive approach to quality management, ensuring that waste is minimized through efficient use of materials, optimized production processes, and effective recycling and repurposing strategies.

For example, in the automotive industry, quality managers might work to reduce waste by optimizing the cutting and stamping processes for metal parts, ensuring that as much material as possible is used in the final product. Any leftover scraps can then be recycled and reintroduced into the production process.

Setting New Sustainability Benchmarks

As sustainability becomes a key driver of quality, organizations are developing new benchmarks and standards to measure their environmental performance. These benchmarks might include metrics such as water usage, energy consumption, waste generation, and the use of renewable resources.

Quality management teams are responsible for setting these benchmarks and ensuring that they are met or exceeded. This might involve implementing new testing protocols, conducting regular audits, and continuously improving processes to achieve better sustainability outcomes.

Certification and Compliance

Achieving certification to recognized sustainability standards is another way that organizations demonstrate their commitment to green quality management. Certifications such as ISO 14001 (Environmental Management Systems) and ISO 50001 (Energy Management Systems) provide a framework for organizations to systematically manage their environmental impacts and improve their sustainability performance.

Quality management teams are often responsible for ensuring compliance with these standards, conducting internal audits, and preparing for external assessments. This not only helps organizations achieve certification but also drives continuous improvement in their sustainability practices.

The Future of Green Quality Management

As sustainability continues to gain importance in the global business landscape, the integration of Circular Economy principles and sustainable quality standards will become increasingly essential. Quality management will play a central role in this transformation, ensuring that products are not only high-quality but also environmentally responsible.

Looking ahead, we can expect to see further innovations in green quality management, driven by advancements in technology, materials science, and environmental policy. For example, the use of AI and machine learning to optimize resource use and reduce waste, or the development of new materials that are both high-performing and sustainable, will open up new possibilities for achieving sustainability goals.

In conclusion, the future of quality management lies in its ability to adapt to the growing demands for sustainability. By embracing Circular Economy principles and aligning quality standards with environmental goals, organizations can not only enhance their competitive advantage but also contribute to a more sustainable and resilient world. As we move forward, quality managers will be at the forefront of this shift, leading the way in creating products and processes that are both high-quality and environmentally responsible.

Human-Centered Quality Management:

Empowering Employees and Embracing Diversity for Continuous Improvement

In the modern business landscape, quality management has evolved beyond the traditional focus on processes, standards, and compliance. Today, it is increasingly recognized that the key to achieving and sustaining high quality lies in the people who drive these processes. Human-Centered Quality Management emphasizes the importance of employee empowerment and the value of diversity and inclusion within quality teams. This approach not only enhances product and service quality but also fosters a culture of continuous improvement and innovation.

Employee Empowerment: Taking Ownership of Quality

Employee empowerment is a cornerstone of Human-Centered Quality Management. It involves giving employees the tools, training, and authority they need to take ownership of quality at every level of the organization. Empowered employees are more engaged, motivated, and committed to delivering high-quality outcomes, as they feel a personal responsibility for the success of the organization.

1. Training and Development

Effective employee empowerment begins with comprehensive training and development programs. These programs should be designed to equip employees with the knowledge and skills required to understand quality standards, identify potential issues, and implement solutions. Training should cover not only technical skills but also problem-solving, critical thinking, and decision-making.

For example, in a manufacturing environment, employees might receive training on how to use quality control tools, such as statistical process control (SPC) charts, to monitor production processes. They would also learn how to interpret the data and take corrective actions when necessary. This level of training ensures that employees are capable of making informed decisions that directly impact quality.

2. Autonomy and Decision-Making

Empowerment also involves giving employees the autonomy to make decisions related to quality in their areas of responsibility. When employees have the authority to address quality issues as they arise, they can respond more quickly and effectively, reducing the likelihood of defects or delays.

For instance, in a customer service setting, employees might be empowered to resolve customer complaints without needing to escalate the issue to a supervisor. By giving employees the trust and responsibility to make these decisions, organizations can improve customer satisfaction and enhance overall service quality.

3. Encouraging Innovation and Continuous Improvement

Empowered employees are more likely to contribute innovative ideas and suggestions for improving quality. Organizations can foster a culture of continuous improvement by encouraging employees to share their insights and by recognizing and rewarding their contributions.

One effective way to encourage employee-driven innovation is through quality circles or cross-functional teams. These groups bring together employees from different departments to identify areas for improvement and develop solutions. By involving employees in the decision-making process, organizations can tap into a wealth of knowledge and experience, leading to more effective and sustainable quality improvements.

**4. Building a Culture of Accountability**

Empowerment also requires a strong culture of accountability. Employees should understand that with empowerment comes the responsibility to uphold quality standards and take ownership of their actions. This culture of accountability ensures that quality management is not seen as the sole responsibility of a dedicated team but as a shared commitment across the organization.

Diversity and Inclusion in Quality Teams: Driving Innovation and Comprehensive Strategies

Diversity and inclusion are critical components of Human-Centered Quality Management. By bringing together individuals with different backgrounds, perspectives, and experiences, organizations can develop more innovative and comprehensive quality strategies. A diverse workforce enhances problem-solving, fosters creativity, and ensures that quality management approaches are inclusive and reflective of the diverse needs of customers and stakeholders.

1. The Value of Diverse Perspectives

Diverse teams bring a wide range of perspectives to the table, which is particularly valuable in quality management. When quality teams include individuals with different cultural backgrounds, genders, ages, and expertise, they are better equipped to identify potential issues, challenge assumptions, and develop innovative solutions.
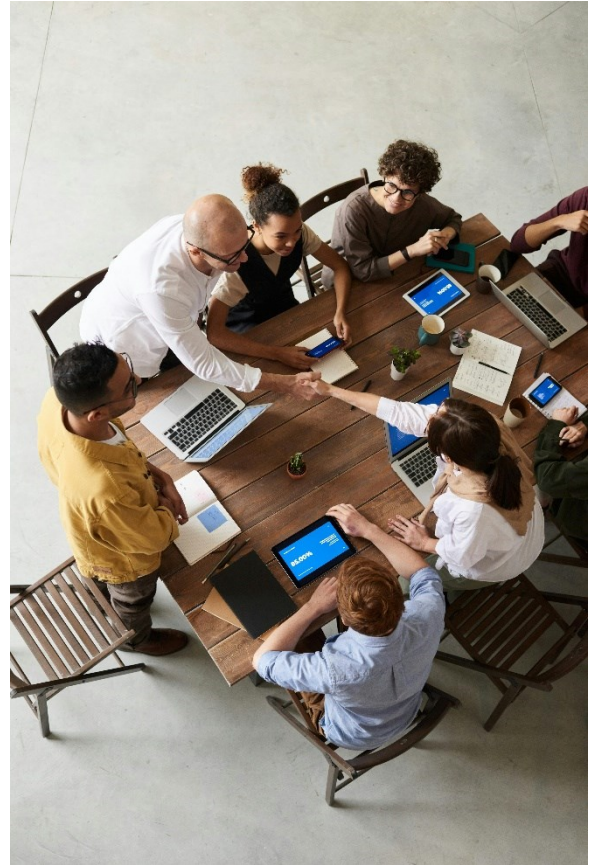
For example, in product development, a diverse team might be more attuned to the needs and preferences of a broader customer base, leading to the creation of products that appeal to a wider audience. In addition, diverse teams are more likely to consider a variety of risk factors and potential impacts, resulting in more robust quality strategies.

2. Inclusion and Collaboration

Inclusion goes hand in hand with diversity. It's not enough to have diverse teams; organizations must also create an inclusive environment where all team members feel valued and empowered to contribute. Inclusive practices ensure that everyone's voice is heard, and that decisions are made collaboratively, taking into account the diverse perspectives within the team.

In quality management, this might involve regular team meetings where all members are encouraged to share their ideas and feedback. It could also include mentorship programs that support the professional development of underrepresented groups within the organization, helping to build a more inclusive culture over time.

3. The Role of Leadership in Promoting Diversity and Inclusion

Leadership plays a crucial role in fostering diversity and inclusion within quality teams. Leaders must actively promote diversity by recruiting individuals from a wide range of backgrounds and ensuring that hiring practices are free from bias. They must also lead by example, demonstrating inclusive behaviors and creating a workplace culture that values and respects diversity.

Moreover, leaders should provide opportunities for professional growth and advancement for all employees, ensuring that diverse talent is nurtured and retained. By creating a supportive and inclusive environment, leaders can help unlock the full potential of their teams, driving higher levels of innovation and quality.

4. Measuring the Impact of Diversity and Inclusion

To fully realize the benefits of diversity and inclusion in quality management, organizations should establish metrics to measure their impact. This might include tracking the diversity of teams, assessing employee engagement and satisfaction, and evaluating the outcomes of quality initiatives led by diverse teams. By measuring these factors, organizations can identify areas for improvement and continue to refine their diversity and inclusion strategies.

The Future of Human-Centered Quality Management

As organizations increasingly recognize the importance of people in driving quality, Human-Centered Quality Management is set to become a defining feature of successful quality strategies. By empowering employees and embracing diversity and inclusion, organizations can create a more engaged, innovative, and effective workforce.

Looking ahead, we can expect to see further developments in this area, including the integration of advanced technologies such as AI and machine learning to support human-centered approaches. For example, AI-driven tools could be used to provide personalized training and development programs, while machine learning algorithms might help identify and mitigate unconscious biases in decision-making.

In conclusion, Human-Centered Quality Management is about putting people at the heart of quality efforts. By empowering employees and promoting diversity and inclusion within quality teams, organizations can achieve higher levels of quality, foster a culture of continuous improvement, and drive long-term success. As we move into the future, these principles will be essential for organizations looking to thrive in an increasingly complex and competitive global market.

Our TEAM

Peter Sanderson

Peter Sanderson is President and Founder of TQMS, a quality management consulting and training services company. He has developed several recognized quality-training systems and is considered a leader and visionary in the field of quality control.

[Click HERE to read the "Living Proof"](#)

Peter Sanderson received the Quality Professional of the Year 2008 award from Quality Magazine.

Bretta Kelly

Bretta is President CIS WWSG, LLC since March of 2007. Bretta has managed and trained resellers and clients on implementation of Continual Improvement Software (CIS) Software into a variety of industries, small and large corporations. Bretta holds a Master of Science in Industrial Engineering, Arizona State University, December 1998, Area of concentration; Management of Technology, and a Bachelor of Science in Industrial Engineering, Arizona State University, May 1990 Emphasis on Quality Control, Advanced Statistics, Computer Aided Design and Manufacturing, and Engineering Economy and Administration. Her certifications include QMS Lead Auditor ISO 9001, and Aerospace AS 9100 Auditor through Probitas. Bretta also helps businesses implement and/or manage ISO 9001, AS 9100, AS9120, AS9110 and other related Management Systems.

Yogesh Patel

Yogesh works closely with us and manages his team of programmers in India and provides us with programming support and development. His vision is to exceed our clients' expectations in each instance, on time, and below budget. His team of programmers accomplish this through their attention to detail and our full commitment to the absolute satisfaction of all our customers. Our group of skilled Internet professionals has experience working with a variety of industries. This cross-industry experience gives us the unique ability to analyze your specific business needs and determine how you can best benefit from using the Internet as a business tool.

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The ultimate solution for quality management, now available at an unbeatable price!

Not only does CIS Software provide unparalleled flexibility and customization, but it also delivers a comprehensive suite of tools that streamline your quality processes. From tracking and analyzing data to identifying areas for improvement, CIS Software has you covered from start to finish. Say goodbye to the hassle of manual quality management and embrace a solution that simplifies and enhances your operations.

Best of all, CIS Software is now more affordable than ever, making it accessible to organizations of all sizes. We believe that every business deserves the opportunity to thrive, and that's why we're offering CIS Software at a price that won't break the bank.

Join the ranks of successful organizations that have revolutionized their quality management systems with CIS Software. Take advantage of this game-changing solution and witness the positive impact it can have on your organization's growth and success.

Don't miss out on this opportunity to transform your organization. Contact us today to learn more about how CIS Software can empower your business and take it to the next level. Together, let's shape the future of quality management!