



Mongolia:
Enhancing Resource
Management through
Institutional Transformation



QUALITY MANAGEMENT SYSTEM

ISO 9001:2015

CLAUSE # 6: PLANNING

Michel Greaves

CESO TA MERIT

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6- PLANNING

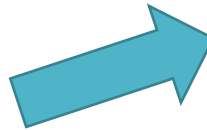
6.1 Actions to address risks and opportunities

4.1 Context (SWOT)



6.1 Risks and opportunities (risk register and mitigation and opportunities register)

4.2 Needs (meeting, reviews, survey)



RISK REGISTER FORMAT

EXPECTED RISK DESCRIPTION	HOW TO MITIGATE PLANNED ACTIONS	TARGET DATE	RISK OWNER
Provide an example?			

RISK REGISTER

EXPECTED RISK DESCRIPTION	HOW TO MITIGATE PLANNED ACTIONS	TARGET DATE	RISK OWNER
Failure of resourcing (people) - We fail to recruit, retain, develop and motivate people with skills	Training program	Dec 2018	HR
Systems loss, data loss	New software Daily back up	Nov 2018	IT

6.2 Quality objectives and planning to achieve them

- What are your quality objectives?
- Plan; What, resources, who, when, how
- Need to be documented & evidence of monitoring

6.3 Planning of changes

- Updating QMS: plan, consequences, resources, defining roles & authorities.

- ***A quality plan*** is a document that is used to specify the procedures and resources that will be needed to carry out a project, perform a service /process, realize a product, or manage a contract.
- ***Quality plans*** also specify who will do what and when and how the results will be evaluated.

- Famous words of Joseph Juran:
- “ You plan and manage quality in the same way as you plan and manage finances “

QUALITY PLAN

PROCESS			
WHO / WHEN			
PROCEDURE (process sequence and control parameters) (WHAT)			
RESOURCES			
QUALITY OBJECTIVES			
MEASURES (PERFORMANCE EVALUATION) (HOW)			
CORRECTION OF NC			
DOCUMENTS NEEDED (work instruction)			
RECORDS TO BE KEPT			

QUALITY PLAN

PROCESS	SOP IT : Wi-Fi within Environmental Department	
WHO / WHEN	Dir. IT & team	Dec 2018
PROCEDURE (process sequence and control parameters)	Install Wi-Fi in Tuv Aimag Environmental Department (cable, electricity, router...)	
RESOURCES	Funding, buying, IT technician training....	
QUALITY OBJECTIVE	Efficient WI-FI access within the Department.	
PERFORMANCE MEASUREMENT	Efficiency of the system by the target date?	
CORRECTION OF NC	Interruption?	
DOCUMENTS NEEDED (work instruction)	Operation manual	
RECORDS TO BE KEPT	Software / hardware specifications	

- 3 TEAMS (5 persons per team)
- IDENTIFY A LEADER (FACILITATOR), PRESENTER & SCRIBE (NOTE TO BE KEPT AND REPORTED TO M & E)
- USE THE MODEL OF QUALITY PLAN
- USE THE MODEL OF QUALITY OBJECTIVES / WHAT TO DO / WHAT RESOURCES / WHO / WHEN / HOW
- ESTABLISH ONE QUALITY OBJECTIVE FOR EACH DEPARTMENT (Group # 1: Adm., M&E, Inv. # 2 Social, Env. # 3 Fin., Law & Justice)
- PREPARE A QUALITY PLAN FOR THIS OBJECTIVE
- NOTE PRESENTATION (FLIPCHART)
- 30 MINUTES FOR THE PREPARATION
- 15 MINUTES PER TEAM FOR PRESENTATION.

QUESTIONS?