

# Creating an ISO 9001 Quality Management System



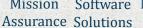
### **DUR CLIENT**

Avatar Technologies is a small, budding, woman-owned aerospace and systems engineering firm specializing in:



Mission







Software Management Consulting

### **CURRENT STATE**



The company lacks a Quality Management System.

Many processes are performed ad-hoc, sometimes resulting in inconsistent operations & deliverables.



quality management system for repeatable, measurable, high quality products that is:









### APPROACH

**Project Workflow Process** 



Client/Faculty Feedback

Benchmarking/Industry Research



Team Ideation

### DELIVERABLES

53 **Supporting Documents** 

21 Scalable Process Maps

**Quality Manual** 









**Quality Management System** Including Quality Goals and Measurable Metrics

## RECOMMENDATIONS

#### Quality Objectives

- Increase customer satisfaction
- Create consistent, high quality products
- Mitigate risk

#### Adoption

- Organizational awareness
- Collection of evidence
- Internal and external

#### New Processes

- Risk and opportunity assessment
- Program management
- Corrective actions

#### Because of our work Eventual Implementation of the standard Certification Internal Benefits **External Benefits** Signaling Benefits Customer satisfaction WIN NEW Increased process control, Customer retention productivity, and efficiency BUSINESS Increase revenue for continual growth Lower Costs Increased Income Increased Income **Increased Financial** Performance











#### A Special Thanks:

Project Champion: Kajal Pancholi Faculty Advisor: Dr. James Purtilo Dr. Joseph Bailey Dr. Christina Elson 027 and the rest of the QUEST community

