

Proposed revision of the current Quality Management Principles

The Current QMPs	Proposed Revision
Principle 1: Customer focus Principle 2: Leadership Principle 3: Involvement of people Principle 4: Process approach Principle 5: System approach to management Principle 6: Continual improvement Principle 7: Factual approach to decision making Principle 8: Mutually beneficial supplier relationships	QMP 1 - Customer Focus QMP 2 - Leadership QMP 3 - Engagement of People QMP 4 - Process Approach QMP 5 - Improvement QMP 6 - Evidence-based Decision Making QMP 7 - Relationship Management
Principle 1: Customer focus	QMP 1 – Customer Focus
Organizations depend on their customers and therefore should understand current and future customer needs, should meet customer requirements and strive to exceed customer expectations.	Statement The primary focus of quality management is to meet customer requirements and to strive to exceed customer expectations. Every aspect of customer interaction provides an opportunity to create more value for the customer. Understanding current and future needs of customers and other interested parties can contribute to sustained success of an organization
	Rationale Sustained success is achieved when an organization attracts and retains the confidence of customers and other interested parties on whom it depends.
Principle 2: Leadership	QMP 2 – Leadership
Leaders establish unity of purpose and direction of the organization. They should create and maintain the internal environment in which people can become fully involved in achieving the organization's objectives.	Statement Leaders at all levels establish unity of purpose and direction, and create an environment in which people can become engaged in achieving the organization's quality objectives.
	Rationale Unity of purpose and direction enables an organization to align strategies, policies, processes and resources to achieve its objectives with its mission, vision and values.
Principle 3: Involvement of people	QMP 3 – Engagement of People
People at all levels are the essence of an organization and their full involvement enables their abilities to be used for the organization's benefit.	Statement Competent and engaged people at all levels who are empowered to take initiatives to deliver value to an organization and its customers are the essence of the organization.
	Rationale In order to manage an organization effectively and efficiently, it is important to involve all people in the organization, to strive to enhance their knowledge, skills and engagement, and to respect them as individuals.

Principle 4: Process approach	QMP 4 – Process Approach
Principle 5: System approach to management	
<p>Process approach A desired result is achieved more efficiently when activities and related resources are managed as a process.</p> <p>System approach Identifying, understanding and managing interrelated processes as a system contributes to the organization's effectiveness and efficiency in achieving its objectives.</p>	<p>Statement Desired outcomes are achieved more effectively and efficiently when activities are managed as interrelated processes functioning as a coherent system.</p> <p>Rationale The quality management system is composed of interrelated processes. To achieve consistent and predictable outcomes, it is necessary to understand how outcomes are to be generated by the system and to manage its processes.</p>
Principle 6: Continual improvement	QMP 5 – Improvement
Continual improvement of the organization's overall performance should be a permanent objective of the organization.	<p>Statement Improvement is a permanent practice of a successful organization. Improvement projects include process analysis, prioritization and implementation of value adding changes and evaluating their effectiveness.</p> <p>Rationale Active application of an improvement strategy is essential for an organization to sustain long term success.</p>
Principle 7: Factual approach to decision making	QMP 6 – Evidence-based Decision Making
Effective decisions are based on the analysis of data and information	<p>Statement Decisions based on the analysis and evaluation of data and information will result in a higher likelihood that desired outcomes will be achieved.</p> <p>Rationale An evidence-based and systematic approach is necessary condition for determining objectives, identifying means to achieve objectives and understanding causal relationships.</p>
Principle 8: Mutually beneficial supplier relationships	QMP 7 – Relationship Management
An organization and its suppliers are interdependent and a mutually beneficial relationship enhances the ability of both to create value	<p>Statement Effective engagement of interested parties who can impact the performance and reputation of an organization, such as suppliers, is vital to its sustained success.</p> <p>Rationale Sustained success is more likely to be achieved where an organization is able to manage relationships with its interested parties so as to provide its customers with value. An organization's relationship management within its supplier and partner network is important.</p>