

Addressing the Ideas and Concepts Discussed in the Lectures

* Note: All of this content was directly pulled from my End-Point exam slides

Quality Management System

- What: QMS is a system that keeps track of required work items required to meet specific quality objectives
- How: Creating and maintaining documentation that outlines procedures to meet the objectives and track of any artefacts that prove the organization is attempting to meet the objectives
- Why: The Fairtrade certification standard is essentially a quality policy. My app is aimed to help producers manage and ensure they have the right documentation in order to prove that they meet the objectives laid out in the standard, hence my app is kind of like a QMS
- How can it be used in relation to my project: Can be used to enforce organizational compliance with labour related quality standards (i.e. fair wages, safe working conditions etc) which directly impacts SDG 1. QMS in general can also be used to enforce organizational policies regarding resource efficiency, product lifecycle management, and environmental sustainability which directly impact SDG 12.
- Metrics: How well does it support producers in updating their documents to ensure they are meeting the quality standards?

Knowledge Management

- What: Capturing, organizing, and storing knowledge and minimize the loss of organizational knowledge
- How: Knowledge that the producers have related to the Fairtrade certification process would be stored in documents
- Why: Keeping track of these documents is important first and foremost for remaining compliant with Fairtrade standards which is the main point of my project.
- How can it be used in relation to my project: KM can be used to capture and share knowledge related skill development and financial literacy and be shared with producers in communities. KM could be useful for business when they're trying to implement new policies related to sustainable production methods so that their new and growing knowledge on those topics remains organized.
- Metrics: Are critical business files related to sustainable production practices maintained and stored in easily accessible places?