

CONCEPT PAPER ON MANAGEMENT REPRESENTATIVE 3rd Management Representative & Auditors Conference

1. Introduction

ISO 9001:2015 Quality Management Systems (QMS) an International Standard which clearly stipulates requirements for effective implementation have popularity which comes in handy with Standard operating procedure in all sizes of companies. The Standard is an enabler for quality service delivery to customers. The presentation will therefore enhance the competence for the Management Representative (MR) and auditors who play a key role in driving the system to its excellence level. The presentation will address that gap that is viewed as critical in managing continually and effective implementation of the management system. This concept builds upon the various insights that have been undertaken by various KEBS clients as well as KEBS itself in the Management System field to bridge the gap of strategic implementation of QMS in organizations to gain competitive advantage.

2. Background

Management systems manage the interacting processes, sub-systems, procedures, and resources required to provide value to all relevant interested parties, and realize the outputs, outcomes, or results of the whole organization. In addition, management systems provide a means of managing the cost of quality.

3. Objectives

1. To understand the basic concepts of quality management
2. Acquire and be able to apply knowledge and skills to implement a Quality management system based on ISO 9001:2015 standard
3. To determine the influence of perceived disadvantages on the use management systems
4. To assess the influence of management system to gain competitive advantage