

2009 Commitment to Quality Award Criteria

Audit: Recognize quality standards for products and services in the community.

Objective:

1. Recognize quality businesses – best practices.
2. Learning experience for auditors and auditees.
3. Identify any gaps in organization's system being audited

The award is secondary to the learning experience -> coaching / mentoring.

Objective Evidence:

- ✍ It is expected that the larger the company, the more formal the quality assurance management system needs to be.
- ✍ The more formal the system, the more objective evidence needs to be collected (observed) to meet the requirements of the audit checklist.
- ✍ To meet objective "3" a rating system is used to allow companies to take advantage of the audit as an improvement tool.
- ✍ The audit and rating system will be reviewed as a committee during the acceptance process.
- ✍ It is expected that companies being audited for subsequent awards will be judged on step change improvements not just maintaining a system to meet the audit criteria.

Audit Techniques:

- Try to make auditee comfortable.
- Pre-knowledge of company gives you basis to get person talking.
- Make situation non-adversarial.
- Once rapport set then begins addressing the questions on the audit checklist.



Criteria Checklist

Quality Management Award



Lead Auditor:	Assessment Date:
Auditors:	
Name of Organization:	

CONTACT NAME:

TYPE OF BUSINESS:
NUMBER OF EMPLOYEES:

Assessment Report Summary Comment on Strengths, Opportunities or Recommendations

To be completed after audit to summarize the level of achievement and identify area that needs addressing.

Total ____ (min. 50 for award, maximum score 70)

Please note the rating is not intended as a comparison of one organization to another. It is but a tool for the auditors to ensure minimum requirements are met and to identify opportunities through a semi-formal audit process. The Quality Management Committee role is to support member organizations of the Thunder Bay Chamber of Commerce and help recognize outstanding achievement in quality.

Recommended for Commitment to Quality Award? Yes No

Approved by Thunder Bay Chamber of Commerce Board of Directors? Yes

AUDIT CHECKLIST

1.0 Process / System Approach

no evidence 1-----2-----3-----4----- meets -----6-----7-----8-----9-----10 exceeds

PRINCIPLE: A desired result is achieved more efficiently when related resources and activities are managed as a process. Identifying, understanding and managing a system of interrelated processes for a given objective improves the organization's effectiveness and efficiency.

Describe your system for assuring quality during the process / processes of producing your product or providing services (quality planning and controls).

Findings:

2.0 Customer Focus

no evidence 1-----2-----3-----4----- meets -----6-----7-----8-----9-----10 exceeds

PRINCIPLE: Organizations depend on their customers and therefore should understand current and future customer needs, meet customer requirements and strive to exceed customer expectations.

How do you know you are meeting or exceeding what the customer needs?

Findings:

3.0 Leadership

no evidence 1-----2-----3-----4----- meets -----6-----7-----8-----9-----10 exceeds

PRINCIPLE: Leaders establish unity of purpose and direction of the organization. They



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should create and maintain the internal environment in which people can become fully involved in achieving the organization's objectives.

How do you ensure your quality philosophy / policy is applied at all levels of your organization? (Strategic and operational quality planning activities?)

Findings:

4.0 Involvement of People

no evidence 1-----2-----3-----4-----meets -----6-----7-----8-----9-----10 exceeds

PRINCIPLE: People at all levels are the essence of an organization and their full involvement enables their ability to be used for the organization's benefit.

How do you ensure your employees are competent in their efforts to fulfill the objectives of your quality system now and in the future?

Findings:

5.0 Mutually Beneficial Supplier Relationship

no evidence 1-----2-----3-----4-----meets -----6-----7-----8-----9-----10 exceeds

PRINCIPLE: An organization and its suppliers are interdependent, and a mutually beneficial relationship enhances the ability of both to create value.

What does your organization do to ensure your suppliers support your quality philosophy/policy?

Findings:

6.0 Factual Approach to Decision Making

no evidence 1-----2-----3-----4-----meets -----6-----7-----8-----9-----10 exceeds

PRINCIPLE: Effective decisions are based on the analysis of data and information.

In monitoring your organization's quality performance, what data do you collect and analyze?

Findings:

7.0 Continual Improvement

no evidence 1-----2-----3-----4-----meets -----6-----7-----8-----9-----10 exceeds

PRINCIPLE: Continual improvement should be a permanent objective of the organization.

What measures do you take as a result your review of quality data?

Findings:

8.0 Repeat Award Winner Only yes

Has there been a step change improvement since the last audit? (Comment)