



Cypress
Group

ISO 9001 Implementation

Three Industries
Policy and Objectives
Get the Metrics
So What!!

416 8th Street Bohemia, NY 11716
Phone: (631) 471-3952 Fax : (631) 471-3954
Info@Cypress-Group.com

Industries

Manufacturing

Design and Make Stuff

Closest to the Organizational Model of the Standard

Distribution

Buy & Sell

Bring it in & Move it Out as Fast As Possible

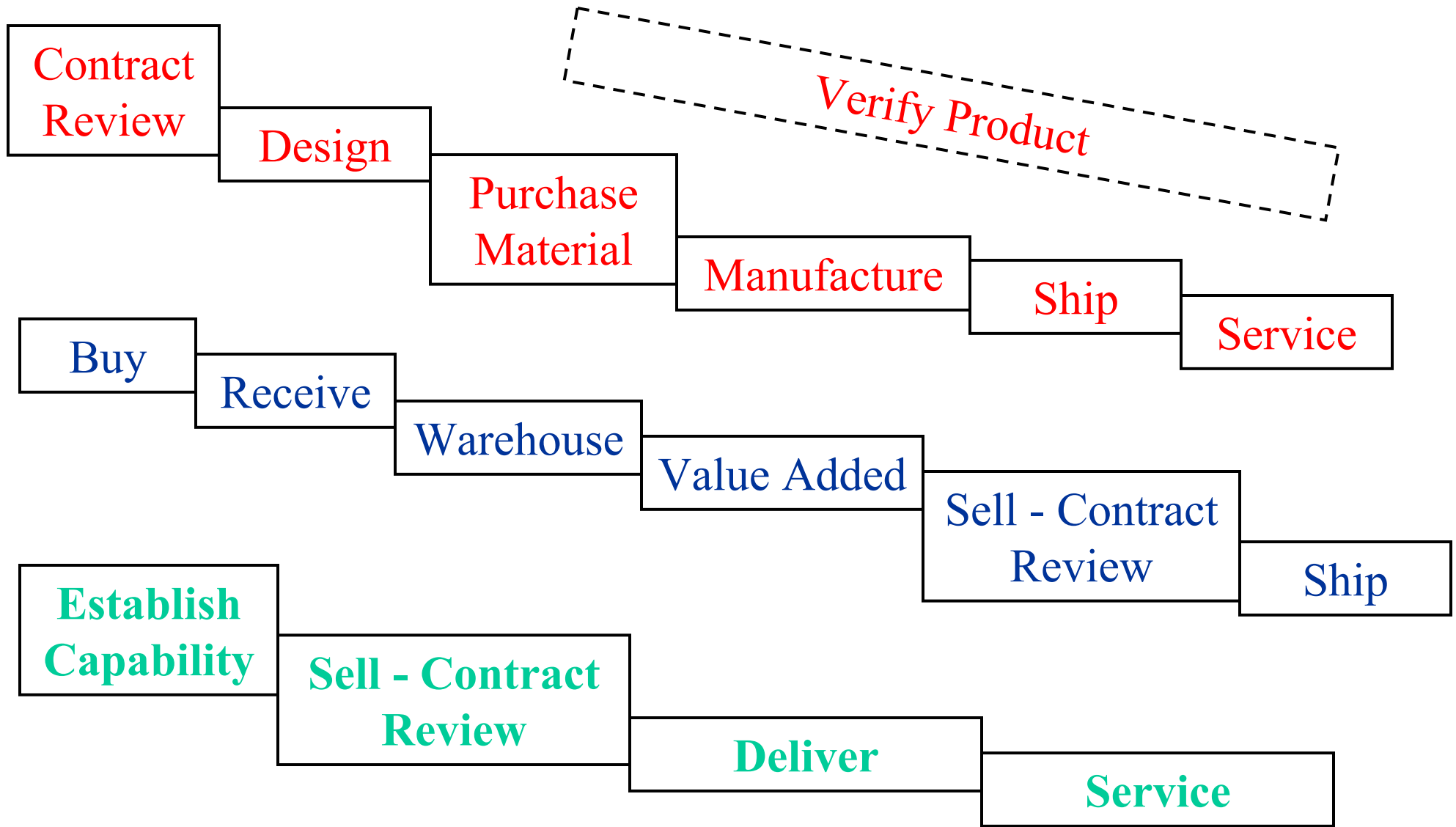
Service

Typically not a Physical “Product”

Service Varies Based on What Is Being Sold to Customers

**Definition of the Organization’s Processes and
Scope is the First Step**

Process Definition



Quality Policy and Objectives

5.3 Quality Policy

Statements that organize thoughts and actions

Communication methods

Framework for Objectives

5.4 Quality Objectives

Consistent with Strategy

Measurable

Time criteria

Resources understood

8.4 Analysis of data

Determine, collect, and analyze appropriate data

Demonstrate suitability & effectiveness of the QMS

Evaluate where continual improvement can be made

What Objectives?

Customer Satisfaction

On-Time Delivery

Quality

What will make a drastic improvement to the business?

LINKING MEASUREMENTS

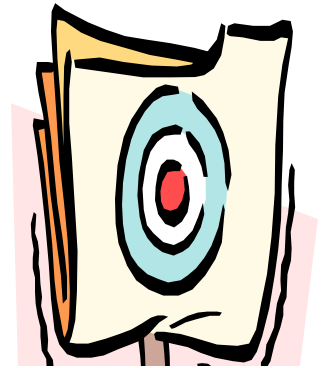
**A direct connection from
Strategy to Action and Back**

Make it meaningful at the right levels

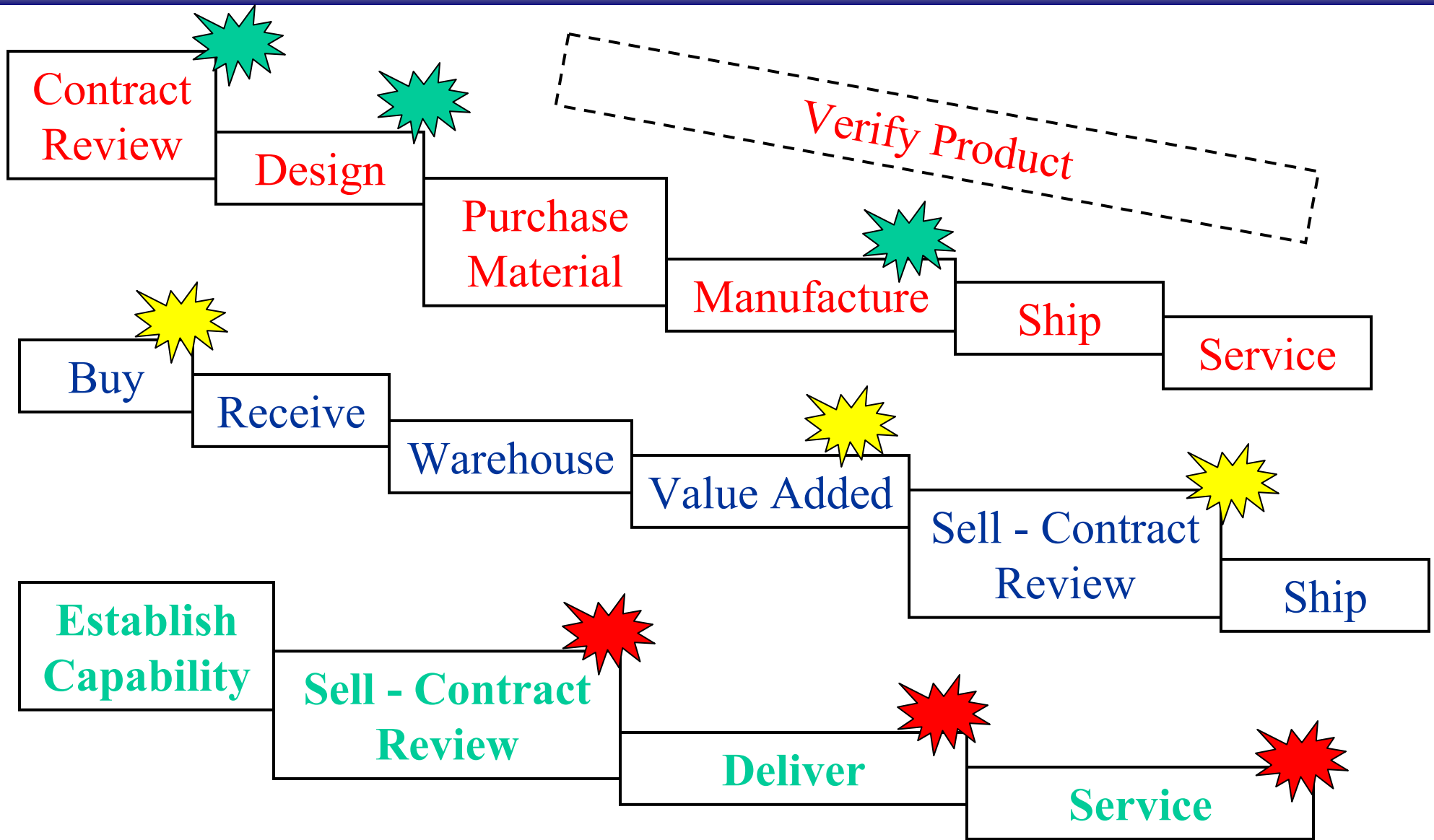
High Level - Historic

Low Level - Proactive

Operational Metrics = Operational Improvement



What Processes are Strategic?



Metrics & Objectives At Relevant Functions & Levels Within Distributor

Warehouse

- Stock Availability/Shortages
- Inventory Accuracy
- Cycle Time (Pick to Ship)

Quality

- Defective Product or Service
- Damaged Boxes
- Returns
- Internal Audits

Human Resources

- Speed to find people
- Orientation
- Turn Over

Store

- New vs. Repeat Customers
- Inventory Accuracy
- Product Pricing Accuracy
- Presentation
- Cleanliness Scorecard

Customer Service

- Responsiveness
- Complaints
- Rain Checks

Pack Out

- Correct Bar Codes
- Incomplete Contractor Order
- Wrong location

Get it to a fixable level

Cause or Effect?

ISO Metrics & Objectives At Relevant Functions & Levels Within The Organization

Sales

- Orders
- New vs Repeat Orders
- Complaints
- Quotes vs Orders
- Missing Info

Installation

- Out of box failures
- Fed Ex Missing Parts
- Customer Not Ready
- Forgot Parts
- Missing Info

Customer Service

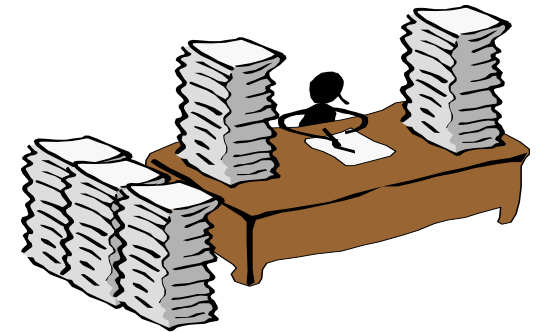
- Responsiveness
- # RMA's

Finance

- # Receivable Days
- Follow Up to Collect
- Cycle Time – Establish Credit

Repair / Service

- On Time to Promise Date
- Availability of Parts
- Types of Repairs
- # Repeat Repairs



Get it to a fixable level

Cause or Effect?

Internal Auditing

8.2.2 Internal audit

Conduct internal audits at planned intervals to determine

- a) Conforms to the planned arrangements
- b) Requirements of this International Standard
- c) Organization Requirements
- d) Is effectively implemented and maintained.

Internal Audit is a:

Tool to identify when Metrics are needed

User of Metrics to determine effectiveness