

Choosing a Quality System

A Comparison of ISO 9000 and ANSI Z540

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Choosing A Quality System

- Why use a Quality System *(Excuses Against)*
 - ‘We’ve done it this way forever.....’
 - Does not mean there isn’t a better way.
 - Does not mean your doing it right
 - Just means the system has never been evaluated
 - ‘We’re compliant with’
 - How do you know?

Choosing A Quality System

- Why use a Quality System *(Excuses Against)*
 - ‘We produce a good product, I’ve never heard any complaints
 - Have you been listening
 - Have you asked your customers

Choosing A Quality System

- Why use a Quality System *(Excuses Against)*
 - ‘Don’t fix it if it ain’t broke’
 - How do you know it isn’t broke if you don’t check?
 - ‘We use to have that - but it didn’t work’
 - Personnel and management failed to make it work.
 - Not monitored
 - Not enforced

Choosing A Quality System

- Why use a quality system. *(Reasons For)*
 - Changing global and national economies.
 - Force changes in how companies conduct business in order stay competitive.
 - Trade barriers
 - Trickle down to even the smallest companies.
 - Customers impose quality system requirements
 - To meet their customers requirements.

Choosing A Quality System

- What is the benefit
(*Similarities between both systems*)
 - Requires Documented Processes
 - Say what you do - do what you say.
 - Requires Management Commitment
 - State management commitment to quality
 - Requires Audits of the Processes
 - Verify the processes are performed according to procedure.

Choosing A Quality System

- What is the benefit
 - Requires you establish benchmarks and set goals
 - Monitor and measure your system
 - Requires Corrective Actions
 - Customer complaints
 - Audit Findings
 - Failing to meet objectives

Choosing A Quality System

- What is the benefit
 - Requires use of trained and qualified personnel.
 - Personnel have to have the knowledge and skills to perform their job.
 - Formal Schooling
 - On the Job Training
 - Continues Training

Choosing A Quality System

- What is the Benefit
 - Continuous Improvement
 - Process Evaluation (*Audits, Corrective Action*)
 - Reduce costs
 - » Reduced Rework
 - » Prevent Lost business
 - Increase Productivity
 - » Better, Faster & Cheaper (Choose three)

Choosing A Quality System

- Differences between the two systems
 - ANSI
 - specifically written for calibration and testing labs
 - ISO
 - Broad scope - pertains to manufacturers as well as service providers.

Choosing A Quality System

- Differences Between the two systems
 - ANSI Requires you prove proficiency by participation in:
 - Measurement Assurance Programs
 - Proficiency Testing
 - Inter-laboratory comparisons
 - ISO relies on continuous process improvement to achieve proficiency

Choosing A Quality System

- Differences between the systems
 - ANSI results in Certification
 - The Quality Management System meets the requirements of the standard
 - Laboratory is capable of performing measurements within the scope of the competency
 - ISO results in Registration
 - The Quality Management System meets the requirement of the standard as it pertains to the scope of registration.

Choosing A Quality System

- Costs
 - ANSI Based on number of disciplines being accredited.
 - Number of auditors and technical assessors.
 - Number of proficiency tests.
 - \$3000 for 1st discipline plus \$800 for additional field
 - plus travel costs for auditors and assessors
 - Pre assessment and post assessments

Choosing A Quality System

- ISO can cost less
 - Based on the size of the company
 - Larger companies require more time and/or auditors

Choosing A Quality System

Example Based on a small (<10 employees)
calibration laboratory performing three measurement areas in Chicago, Il.

- ANSI Z540 Costs (NVLAP estimate)
 - Three (3) Disciplines
 - Four (4) member audit team traveling from various parts of the US.
 - Three (3) day audit
 - Optional
 - one (1) day pre audit
 - Follow up audits
- ISO 9000 Costs (Using Local Assessor)
 - Flat Rate for audit
 - Two (2) member team from local area.
 - Three(3) day audit
 - Yearly follow up audits
 - Optional
 - one (1) day pre- audit
 - Follow Up audits

Choosing A Quality System

- ANSI Z540
 - \$4600 (\$3000 1st discipline + \$800 for each additional field)
 - \$2500 (Per Diem & Travel for four auditors for three days)
 - \$500 (application fee)
 - \$ 3000 (billed at cost, estimate of \$1000 for each discipline)
 - \$ 10600 (total for 1 year does not include out years)
- ISO 9000
 - \$5000 (Flat Fee, includes application fee)
 - \$250 (miscellaneous travel expenses, local auditors)
 - \$2000 (Two (2) Yearly Follow up audits)
 - \$1800 (pre assessment)
 - \$9050 (total for 3 years)

Choosing A Quality System

- Summary
 - Both systems verify the Quality Management System
 - ANSI requires you prove your capabilities
 - ISO can be less expensive.

Choosing A Quality System

- Summary
 - What system to use depends on your customers requirements.
 - Budget
 - Company goals