



# Quality Management Solutions

*"Solutions for Management"*

## Quality Management Systems

Implementation  
Maintenance & Support

## Continual Improvement

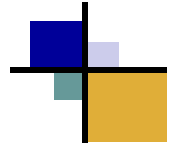
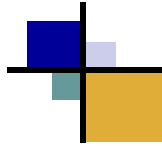
Management Reviews  
Policies & Objectives  
Data Analysis  
Implementation Support

## Auditing Services

Internal Auditing  
Vendor Auditing

## Training

Training Documentation  
Training Services & Support



## Quality Management Systems for Business

Synergix Solutions specialises in ISO 9001:2000 Quality Management Systems consultancy, auditing, training and support.

These services extend to assistance with business systems improvement and projects implementation.

To achieve your business objectives may necessitate outsourcing specific disciplines and skills not normally required for day to day business activities.



With extensive experience and background in a range of disciplines means we speak your language and understand your requirements.

Providing assistance, guidance and support to clients from concept to successful implementation.

**What we are best at is supplying the services that meet your needs!**



## Quality Systems

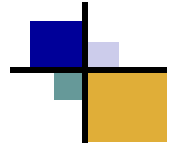
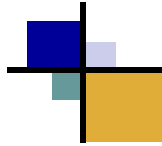
Providing quality systems expertise, advice, help guidance in establishing your company's Quality Management System (QMS) to achieve ISO9001:2000 certification and quality systems maintenance support.

Working with small to medium sized companies in varied business sectors including design, manufacturing and service industries.

With specialist skills and experience in commercial business and government agencies, providing professional cost-effective services for your quality management needs.

### Key Services

- ❑ Conducting system reviews against ISO 9001:2000 requirements
- ❑ QMS implementation advice & support
- ❑ Assistance through ISO 9001:2000 assessment & certification.
- ❑ Internal auditing support for continued ISO 9001:2000 compliance
- ❑ QMS data analysis performance reporting
- ❑ Continual improvement process support
- ❑ Support in maintaining your QMS
- ❑ Quality related training services
- ❑ Quality management outsourcing



## QMS Documentation

Synergix Solutions is experienced in all aspects of Quality Management Systems documentation.

From this experience and knowledge base, QMS documentation services available include: -

- ❑ Quality policies and objectives
- ❑ Quality manuals
- ❑ Quality system procedures
- ❑ Quality system process flowcharts

## Documentation Support

Offering a maintenance support service for your QMS documentation to meet the changing needs of your business and the requirements of ISO 9001:2000.



## Project Quality Procedures

Although the objective is to apply existing company quality system procedures, in many instances major projects require different processes with specific quality procedures and associated documentation.

Synergix Solutions can assist in writing project specific procedures to maintain the necessary controls for your projects duration.



## Internal Auditing

Internal audits are fundamental to ISO 9001:2000 quality management systems, providing assurance that your system is both sufficient and properly implemented. Without them you might not know the full extent of your exposure to risks until it is too late!

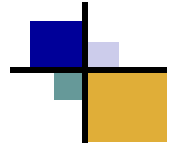
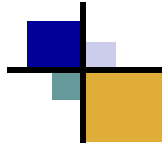
Properly conducted internal audits can provide you with significant business advantage and the ability to identify potential risks at an early stage.

## Auditing services

- ❑ Preparation of Audit Programmes
- ❑ Auditing QMS processes and procedures
- ❑ Ensuring compliance with the standard
- ❑ Reporting audit results
- ❑ Assistance in resolving non compliances and suggesting solutions
- ❑ Follow up auditing services

Internal audits focus on compliance with process and procedural issues; Synergix Solutions approach enables you to get value from audits to improve your business processes.

Providing these services to you by managing and conducting part or all of your internal audit programme requirements.



## Continual Improvement

ISO 9001:2000 requires "The organisation shall continually improve the effectiveness of the quality management system..."

Synergix Solutions can help and assist you in the ongoing improvement process in the design and implementation of systems for: -

- ❑ QMS data analysis, performance reports
- ❑ Customer satisfaction measurement and monitoring systems
- ❑ Identifying improvement opportunities, setting targets, prioritise implementation
- ❑ Planning, management, and monitoring improvement activities

The improvement process will inevitably lead to the need for changes in your quality system documentation.

Providing you with the help and assistance you may require in developing your Quality Manual, processes and procedures to meet the changing needs of your business and customer satisfaction.



## QMS Data Analysis

The analysis of QMS data collected is an important requirement of ISO 9001:2000 to demonstrate the suitability and effectiveness of your quality management system. It is a vital element and input to the continual improvement process.

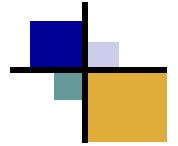
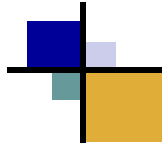
The service covers the requirements to provide analysis information relating to: -

- ❑ Customer satisfaction
- ❑ Conformity to product requirements (including services)
- ❑ Identifying process and product trends
- ❑ Improvements and preventive action
- ❑ Supplier performance

Data from your QMS records will be collated to perform analysis relating to the above performance criteria.

Following the analysis process, you will receive data analysis reports summarising results obtained. These reports will identify any specific trends for preventive action.

If you require assistance in proposing and implementing the necessary preventive action these services are also available.



## Quality Management Outsourcing

If yours is a small to medium-sized business, it may not be cost-effective for you to employ a full-time quality manager or quality specialists. You may however, still require this expertise support on a regular or occasional basis.

Outsourcing your quality management needs provides the benefits of using an experienced quality professional at a much lower cost than a full time employed manager.

These services can be provided through our Quality Management Outsourcing Service.

### Outsourcing services

- Internal quality auditing
- Analysing systematic quality problems and proposing solutions.
- Review proposed QMS changes
- Maintain QMS documentation: Quality Manual, processes and procedures.
- Data analysis reporting
- Conduct management reviews; quality policy, objectives, achievements.
- Continual improvements support.

It is appreciated that businesses need a commercially minded approach with flexible service arrangements.

If outsourcing is of interest then contact us to discuss your specific needs.



## Training

The ongoing training and development of your staff are a fundamental requirement for continued success today.

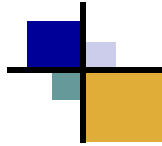
If you are just starting the process of implementing ISO 9001:2000, we can deliver general quality systems training either directly or via associates to all levels of your company from managers to key personnel with quality related responsibilities.

### Training services

- Introduction to Quality Systems
- Induction QMS appreciation
- Quality Systems Management
- Quality Control

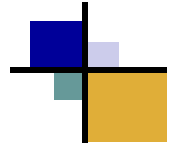
Training is designed and delivered to meet your specific needs offering you professional and personal services.





# Quality Management Solutions

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## About Us

*Synergix Solutions is a small independent UK business established in 1999 specialising in the provision of professional services for Small to Medium sized Enterprise (SME) businesses and organisations.*

*Providing technical services in Quality Systems Management, Business Process Improvement and Technical Authoring solutions.*

*A background in U.K and overseas government organisations, agencies and commercial businesses.*

*Transportable services to a wide range of business sectors to meet the changing needs and challenges of today's business environment.*

## Contact Us

At Synergix Solutions we help our clients to create quality, cost effective solutions.

Whatever service or support you need, Synergix Solutions provides professional and personal services working with you to provide the right solutions to meet your business needs.



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**For further information on how we can help you, visit our web site at:**  
**<http://www.synergixsolutions.co.uk>**