

GMI 436E

Quality and Safety Manag.Sys.

Course Info.

Updated - **22.02.2024**

Prof.Dr. Metin Çelik

Course Information



1ST WEEK



Course Outline



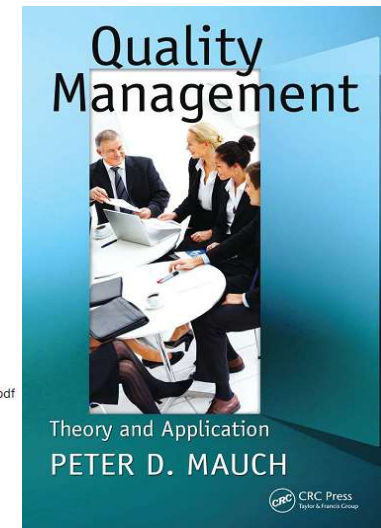
Course Material - I

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TQM.pdf	17.09.2015 17:41	PDF Dosyasi	806 KB

► e-mail list !

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 Appendix-C-People-capability_2008_Management-by-Process.pdf
 Appendix-D-Technology_2008_Management-by-Process.pdf
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Course Material - II

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► <https://bsol.bsigroup.com/>

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We have started moving customer accounts from BSOL to BSI Knowledge. You will be notified by BSI before your account is moved and informed of any actions you need to take.

BSOL will continue to be available for accessing your standards subscription until further notice.

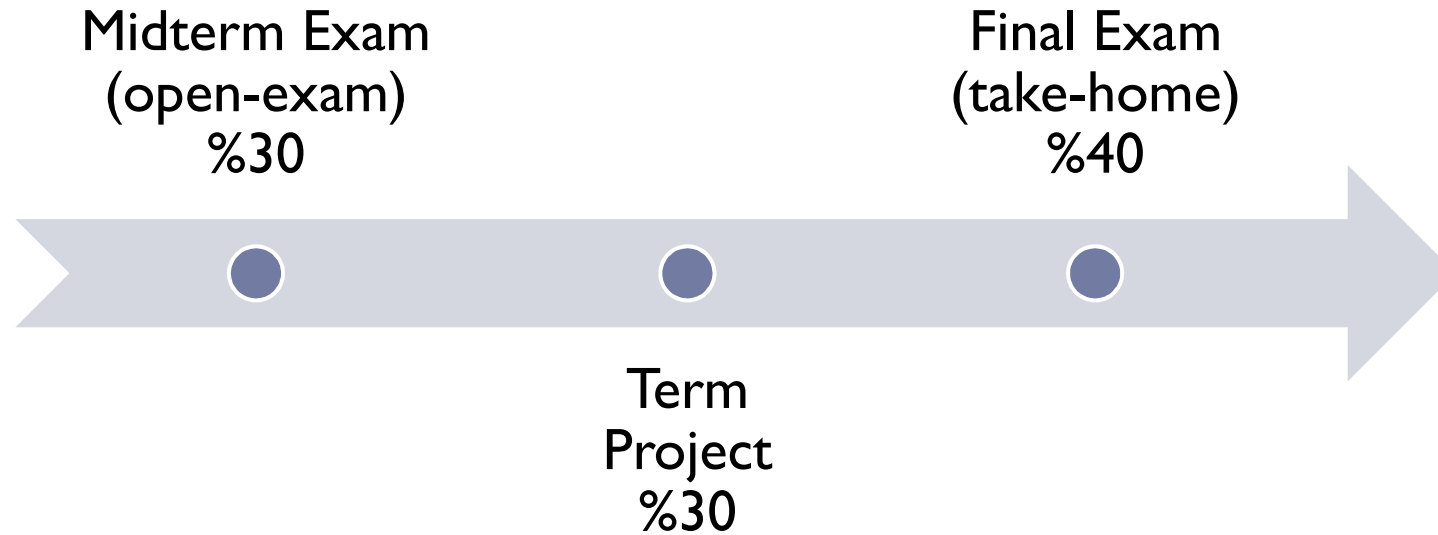
If you are unable to access BSOL, your organization's account may have completed migration to BSI Knowledge. Click here to login: <https://knowledge.bsigroup.com/login>

HAVE YOU VISITED THE STANDARDS DEVELOPMENT PORTAL?

This easy-to-use information and review tool offers increased visibility of the way standards are made. It will help you:

- Browse and track standards in development of interest to you and your organization.
- Discover and comment on proposed and draft standards.

Course Assessment Criteria



Term Project

- The ABS Guide for Marine Management Systems (GUIDE FOR MARINE HEALTH, SAFETY, QUALITY, ENVIRONMENTAL AND ENERGY MANAGEMENT)
- Inspection Reporting & Analysis

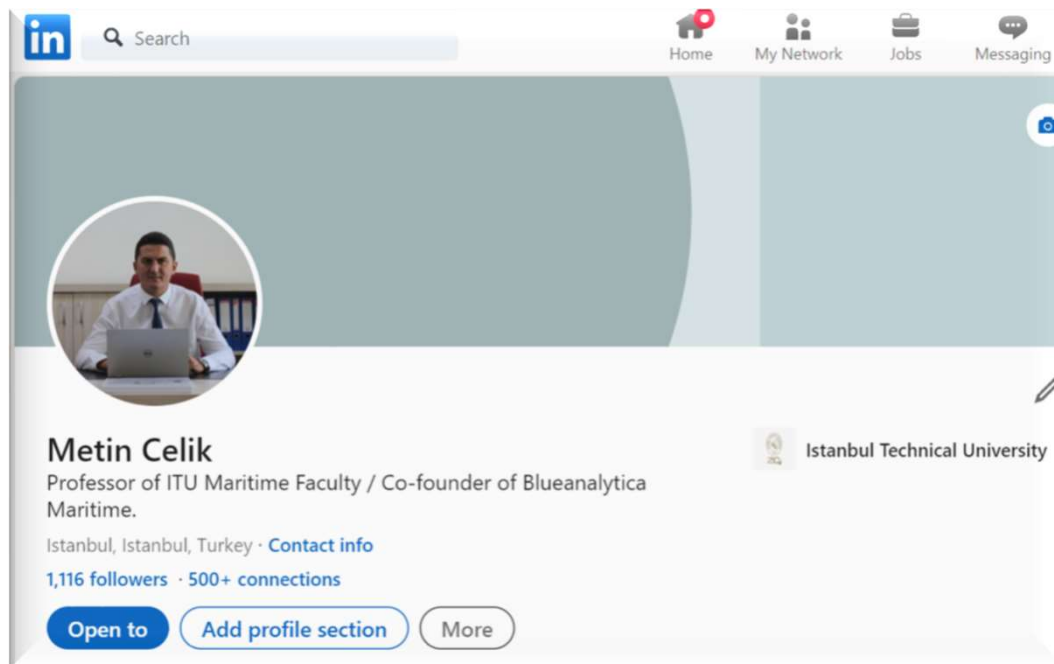
TERM
PROJECT



Course Instructor

Metin Çelik

- **Professor of Maritime Studies (June 2019-...)**
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Course Attendants (23)

 Mert Mete	 Volkan Benli	 Umutali Demirpolat	 Veli Mustafa Çelikel
 Göktan Atalay	 Elifsu Temel	 Büşra Bilge Nur	 Ali Eren Çiçek
 İlayda Demirci	 Berkay Özay	 Sevgi Girgin	 Sait Yakut
 Çağrı Çelik	 Mahmut Keskin	 Ali Olçar Üge	 Eren Yılmaz
 Bulut Biçici	 Yağız Şardağ	 Alp Çağrı Koramaz	 Sude Melike Aydın
 Selahattin Karacan	 Seymen Dehmen	 Alperen Akşit	



Terminology



2ND WEEK



Terminology

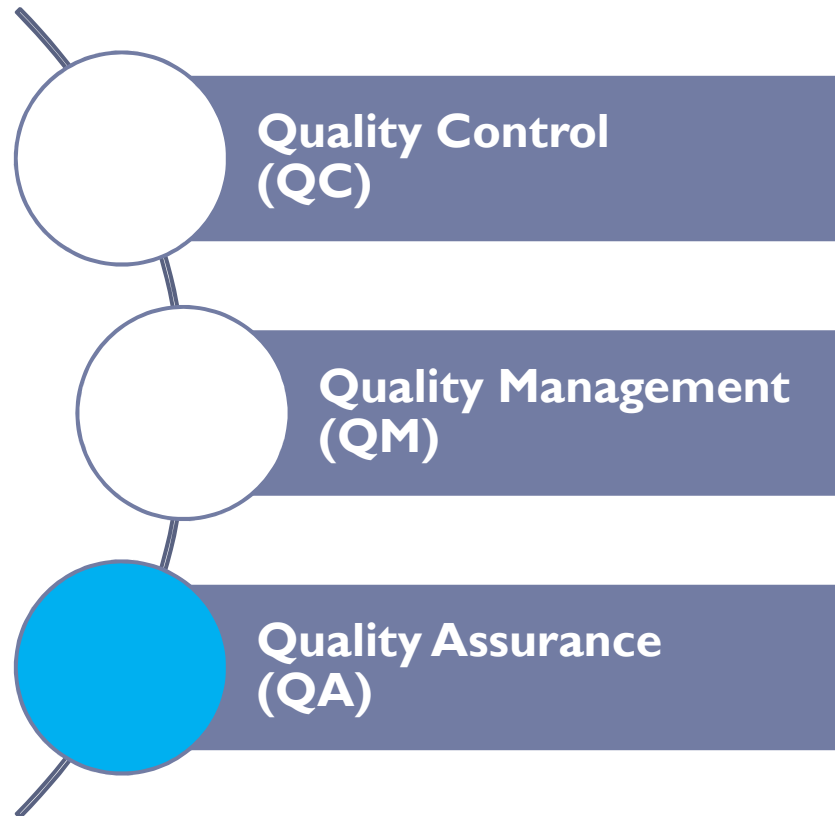
Quality



- **Quality:** The **degree of excellence** or **fitness for purpose** of a product or service.
 - **Quality Control (QC):** The process of **monitoring and verifying** that a product or service meets specified requirements.
 - **Quality Management (QM):** A **systematic approach** to ensuring that a product or service **meets established criteria**.
 - **Quality Assurance (QA):** The **planned and systematic activities** implemented to provide confidence that a product or service will **fulfil quality requirements**.
-



Terminology Quality



- ...during the **First World War** when it became necessary to produce large quantities of armaments from a widely varied number of suppliers in a short time. (**QC**)
- ...it really began during and following the **Second World War**. When the failure rate of equipment and munitions identified the need for greater enhancement of **Quality Systems** with a particular need for prevention rather than detection of problems and systems to maximize output and to provide assurance of the 'fitness for purpose' of product. (**QM**)
- ...Quality systems have evolved rapidly in recent years. Subsequently, Quality Assurance was developed (**QA**)

Terminology

Quality



- “**Product**”; ..result of a process”.
- “**Process**”; ..set of interrelated activities that transforms inputs into outputs
- “**Requirement**”; ..need or expectation that is stated, generally implied or obligatory.



Terminology

Quality



- **Continuous Improvement:** The ongoing effort to **improve** products, services, or processes incrementally.
- **Process Improvement:** The proactive task of **identifying, analysing, and improving** upon existing business processes.
- **Customer Satisfaction:** The extent to which a product or service **meets or exceeds customer expectations.**



Terminology

Quality



- **Documentation:** The set of documents, including policies, procedures, and records, that define and describe the QMS.
- **Policy:** A documented set of intentions and principles to guide an organization's approach to quality.
- **Procedure:** A specified way to carry out an activity or process within the organization.



Terminology

Quality



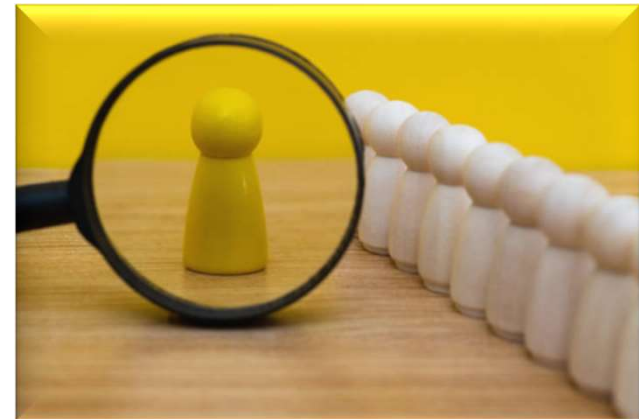
- **Audit:** A systematic and independent examination to determine whether activities and related results comply with planned arrangements and whether these arrangements are implemented effectively.
- **Nonconformity:** The non-fulfillment of a specified requirement.
- **Corrective Action:** Action taken to eliminate the cause of a detected nonconformity.
- **Preventive Action:** Action taken to eliminate the cause of a potential nonconformity.



Terminology Quality



- “**Objective Evidence**”; .. Information based on facts that can be proved through **analysis, measurement, observation**.



Terminology

Quality



- **Conformance:** Compliance with specified requirements.
- **Continual Improvement:** The recurring activity to enhance the performance of the organization.
- **Management Review:** A formal assessment of the organization's QMS by top management.



Terminology

Quality Management



- “**Management System**”; ..system to establish policy and objectives and to achieve those objectives.
- “**Quality Management System**”; ..management system to direct and control an organization with regard to quality.
- “**Environmental Management System**”; ..management system to direct and control an organization with regard to environmental issues.
- “**Energy Management System**”; ..management system to direct and control an organization with regard to energy related issues.
-
- ..



Terminology

Quality Management



- In today's **dynamic and competitive** business landscape, ensuring the delivery of **high-quality products and services** has become paramount for organizations across industries. Quality management is the **systematic approach** that organizations employ **to meet and exceed customer expectations** while enhancing overall **operational efficiency and effectiveness**.



Terminology

Quality Management

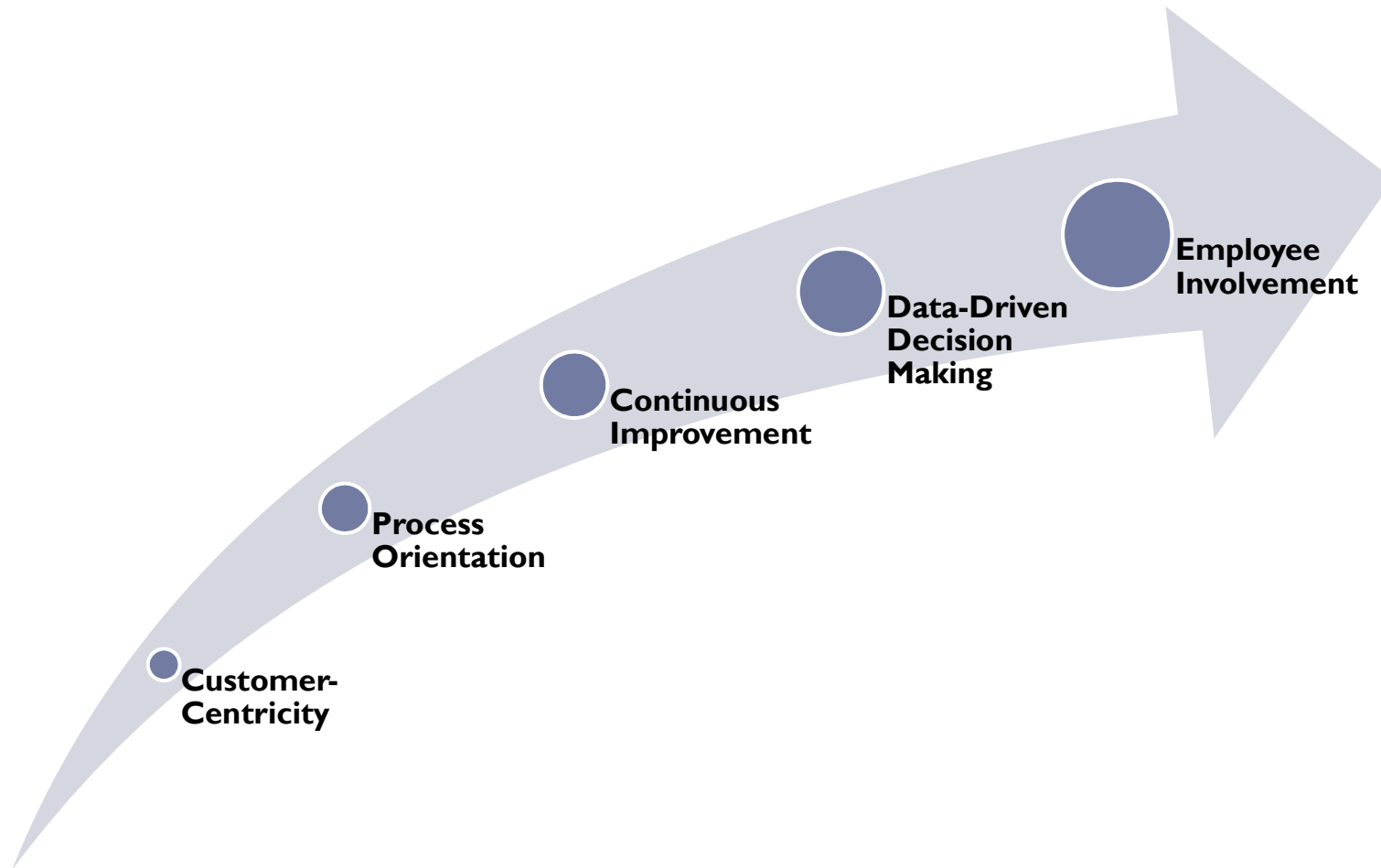


- Quality management is a comprehensive framework of **principles, practices, and methodologies** that focuses on consistently delivering products or services that meet or surpass customer requirements and industry standards. It encompasses various **processes, strategies, and tools** aimed at achieving excellence in every aspect of an organization's operations.



Terminology

Key Principles



Terminology

Key Principles



- **Customer-Centricity**: Quality management revolves around understanding and fulfilling **customer needs and expectations**. It emphasizes the importance of listening to customers, collecting feedback, and continuously improving to enhance customer satisfaction.



Terminology

Key Principles



- **Process Orientation:** Quality management emphasizes the importance of **well-defined and documented processes**. It encourages organizations to identify and optimize key processes to reduce errors, increase efficiency, and minimize waste.



Terminology

Key Principles



- **Continuous Improvement:** A fundamental principle of quality management is the **concept of continuous improvement**. It involves ongoing efforts to enhance processes, products, and services to achieve higher levels of quality and performance.



Terminology

Key Principles



- **Data-Driven Decision Making:** Quality management relies on **data and metrics** to make informed decisions. By collecting and analyzing data, organizations can identify trends, root causes of issues, and opportunities for improvement.



Terminology

Key Principles



- **Employee Involvement:** Engaging **employees at all levels** is crucial for the success of quality management initiatives. Employees are often the closest to the processes and can provide valuable insights and suggestions for improvement.

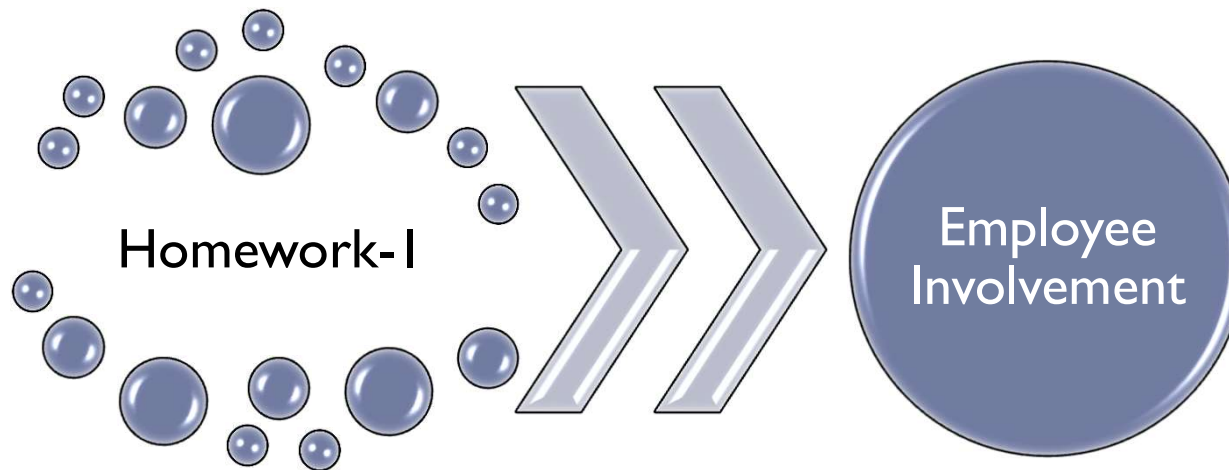


Terminology

Key terms



- ▶ How employee involvement can be improved in QMS of maritime organisations? - **Your ideas!**



Terminology

Key terms

