

ISO 9000 Quality Systems Handbook Additional Resources
SELF-ASSESSMENT USING THE QUALITY MANAGEMENT PRINCIPLES

| PRINCIPLE | MATURITY LEVEL | | |
|---|---|--|---|
| | Level I (1-3) | Level II (4-6) | Level III (7-10) |
| Customer focused Understanding customer needs and expectations | No proactive process for understanding customer needs Score | A proactive process exists but not in the QMS Score | The process is fully integrated into the QMS Score |
| Leadership Creating a unity of purpose and a quality culture | No clearly defined and communicated organization purpose, values and objectives, Score | We know where we are going but we are not all pulling the same direction Score | Everyone understands the organization's purpose and objectives and are motivated and supported to achieve them Score |
| Engagement of people Developing and motivating the people | People are just another resource to be used to achieve our results Score | We involve everyone in decisions that affect them Score | We value our people and achieve our results through team work Score |
| Process approach Managing processes effectively. | We have a set of random tasks based procedures that are independent of the business objectives Score | We have departmental processes that serve departmental goals Score | We design our processes to achieve objectives derived from the organization's objectives and continually measure, review and improve their performance Score |
| Improvement Continually seeking better ways of doing things | Improvement is perceived as correcting mistakes only Score | Improvement is perceived as responding to problems Score | Improvement is perceived as proactively seeking opportunities to improve performance in everything we do Score |
| Evidence-based decision making Basing decisions on facts | We don't use any data generated by the QMS to make business decisions Score | We mainly use audit data, customer complaints and nonconformity data as inputs to decision making Score | We base our decisions on process performance data generated by the management system Score |
| Relationship management Realizing that we need others to succeed. | We treat our suppliers as adversaries and keep them at arm's length Score | We work with our suppliers and employees to improve our overall performance Score | We involve our suppliers, employees, customers and other stakeholders in our future strategy Score |
| Total | | | |