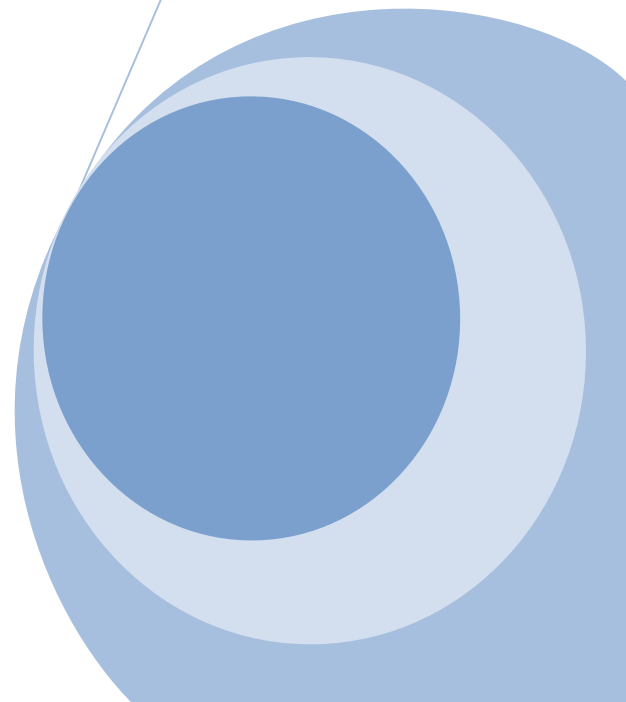


# Small Business Quality System – SQS

The How to of Quality for Small Business

Dr. Leigh Kibby



# This is a “How To” of Quality in a simple system that is easy for you to build yourself.

This Booklet is FREE for you to use in your business and GIVE FREELY to others on the conditions that:

- copyright and ownership of the intellectual property remains with Dr. Leigh Kibby and
- it is not to be on-sold or given away for commercial purposes nor commercial gain.



**A Quality System that works for you will have the following principles at its core. These principles will guide its design, structure and the components in it.**

## **1. People First**



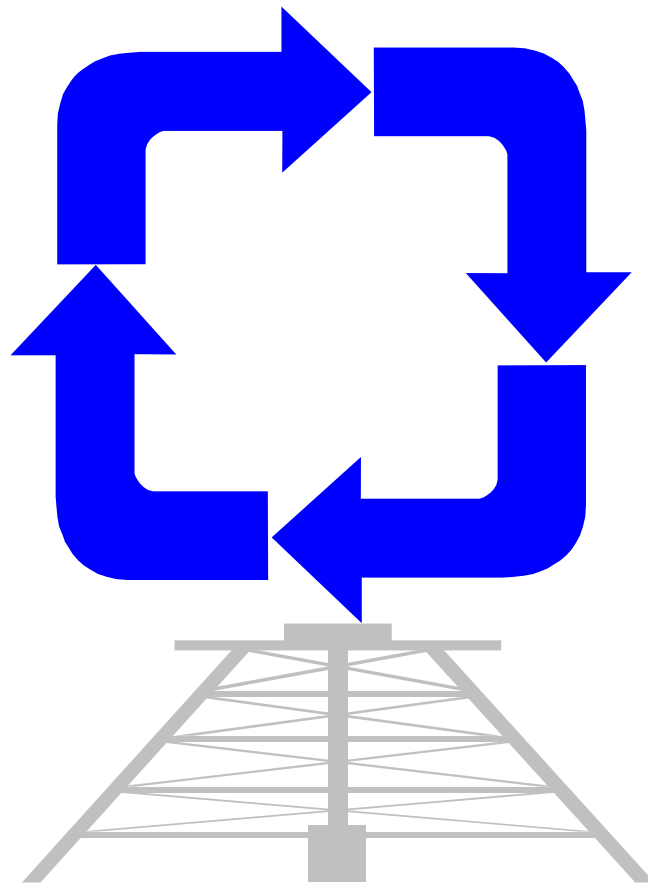
**The intrinsic value and worth of human beings is foremost.**

## 2. The System must Serve the People. Therefore, it must be people “friendly,” flexible and capable of change.



**Quality Systems are run by people. People are the masters, not the system.**

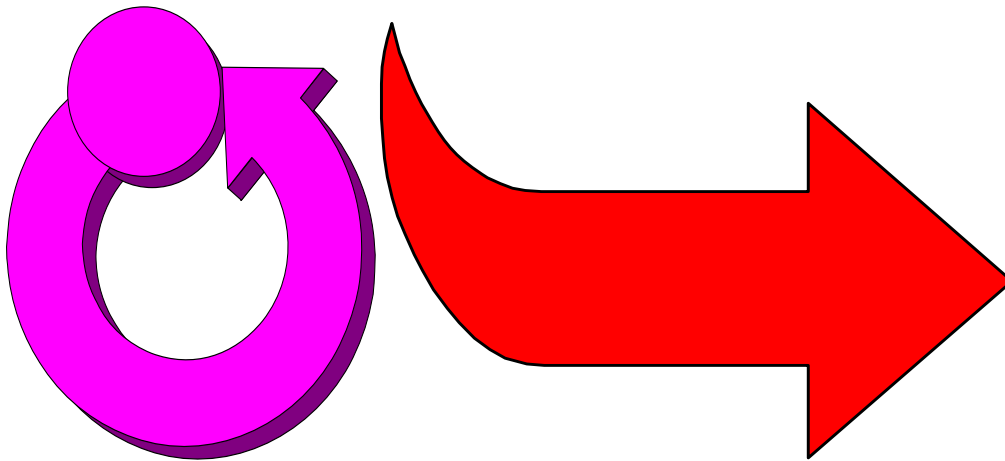
**3. A Quality System must consist of a structure - an arrangement of things - and the components of that structure.**



**Quality Systems and Procedures are structures to support people. They lift people up and make greater achievement easier to obtain.**

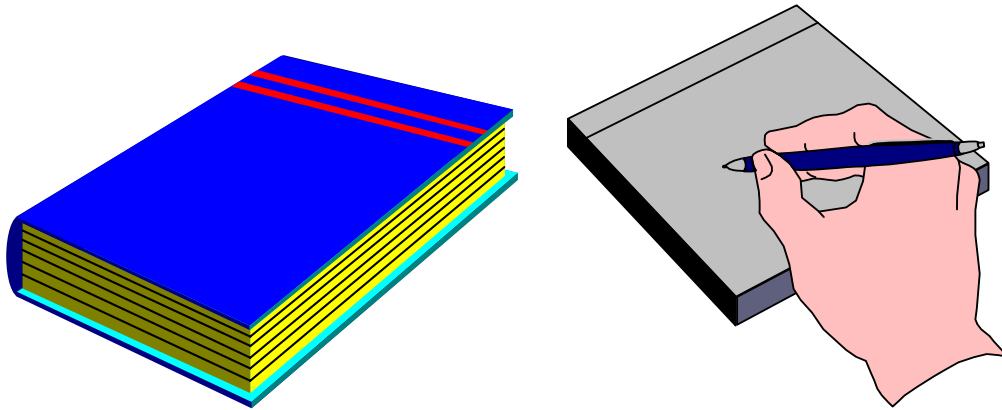


## **4. A Quality System must control and monitor the way things are done....**



**....through written processes which give clear direction.**

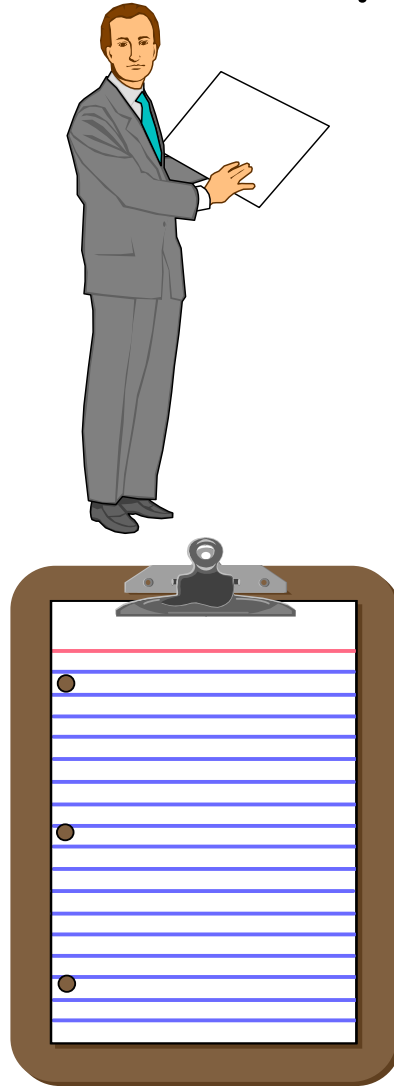
**5. A Quality System consists of documents that record activities. These documents need to be identifiable and readily locatable.**



**The Guides you write, the Records you keep and the way you keep a track of these become part of the Quality System.**



## 6. A Quality System must liberate People.



**Time and effort should be reduced by a properly operating system which ought to produce improvements, reduce errors and make doing the job easier.**

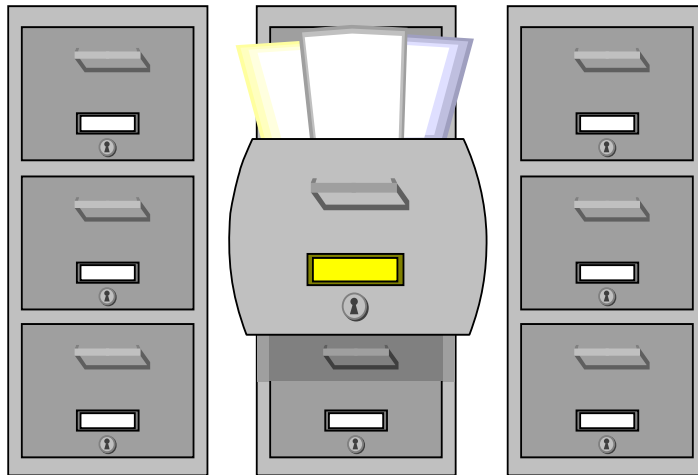
**The following definitions apply to Quality. In order to use a Quality System, it is important to know these first.**

## **1. Quality**



**An adjective to describe a standard for doing things. In common use, it implies a high level of achievement and excellence.**

## 2. System



**A system consists of components and the arrangement of these.**

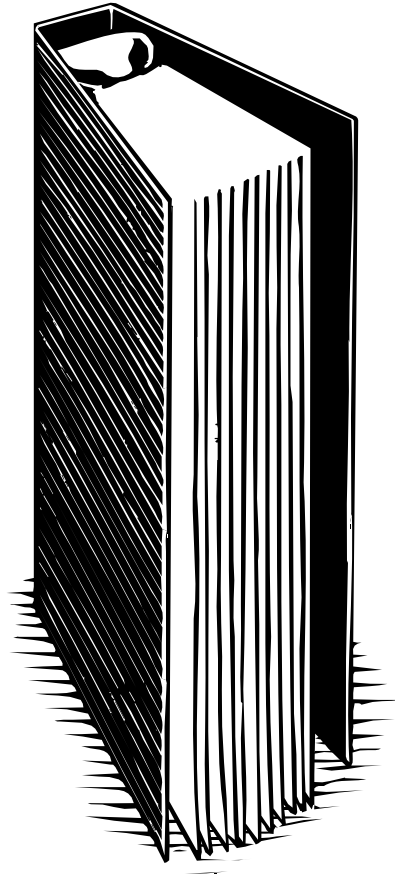
**A Quality System consists of your documentation, the type of documents you have and how these are arranged in order to ensure you achieve excellent outcomes in services/products.**

## 3. Documents.



**Any written record.**

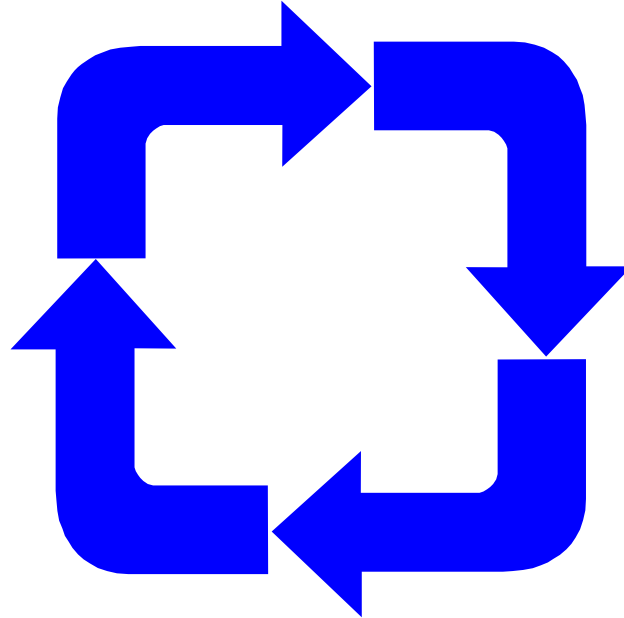
## 4. (Quality) Critical Documents.



**These are the documents that  
guide what you do.  
They comprise manuals,  
contracts, guidelines, procedures  
etc.**

Quality Definitions - Page 4/10

## 5. Process / Procedure



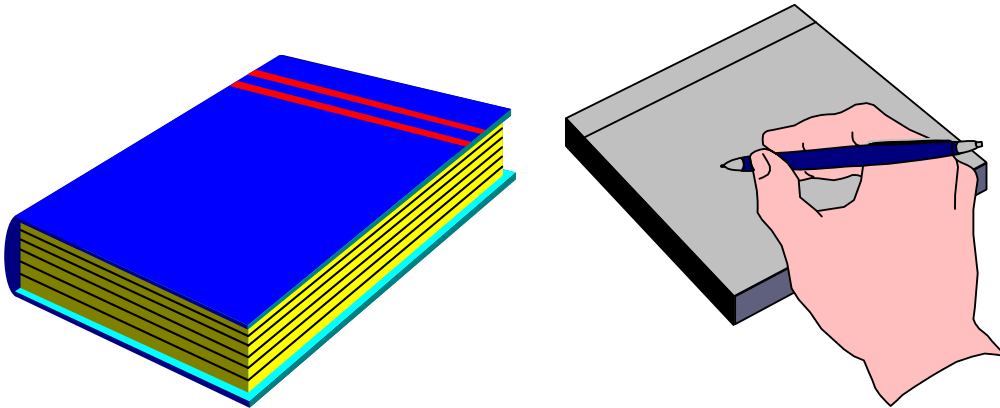
**The way you do things.**

**The steps you take and the order in which you take them.**

**In a Quality System, these will be covered by procedures, checklists, proformas, flowcharts etc.**

Quality Definitions - Page 5/10

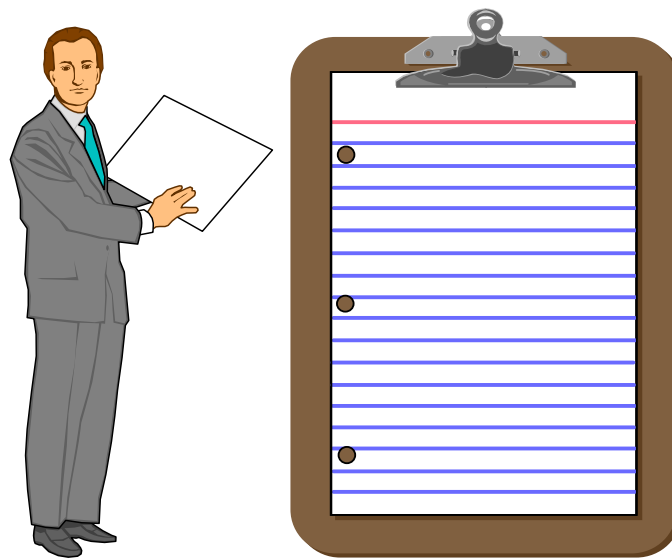
## 6. Register.



**A List of things such as documents or checklists e.g. a Critical Documents Register is a list of all the (Quality) Critical Documents.**

**In a Quality System, the register will provide Identification Details such as dates etc. plus the document location e.g. file.**

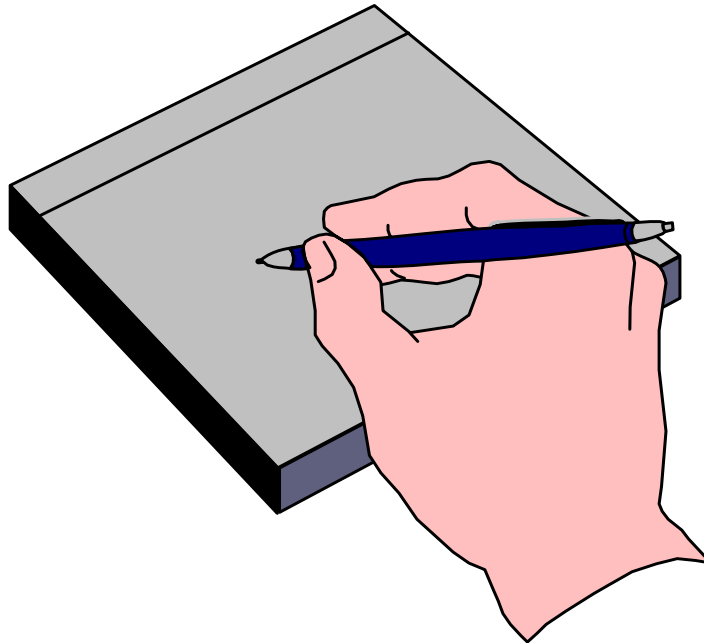
# 7. Checklist



**A step-by-step guide and  
instruction.**

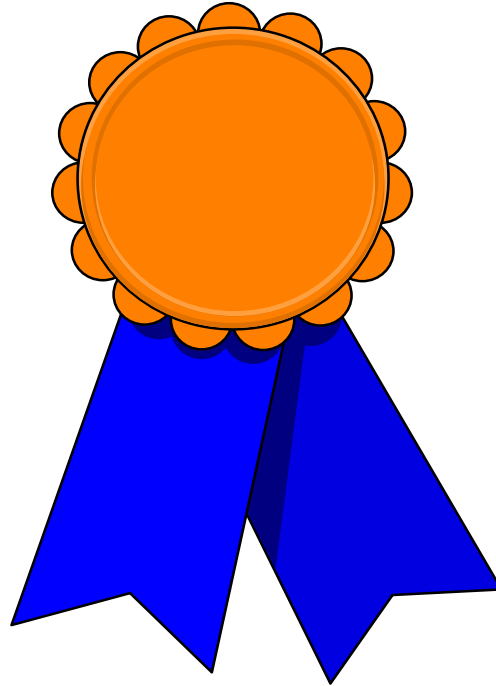


## 8. Proforma



**A standard form.**

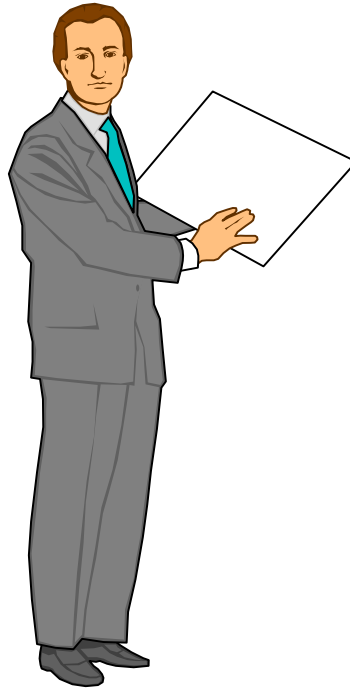
## 9. Best Practice



**Doing things in the best possible way.**

**In a Quality System, this means the steps you take to ensure that what you are doing is the best it can be. So, it means the steps you take to monitor performance and make improvements.**

## 10. Audit



**This is a process of checking the system to see if it is working.**

**It also means having a look at what has been done to see if systems and procedures are being followed.**

***This is not a financial Audit!***

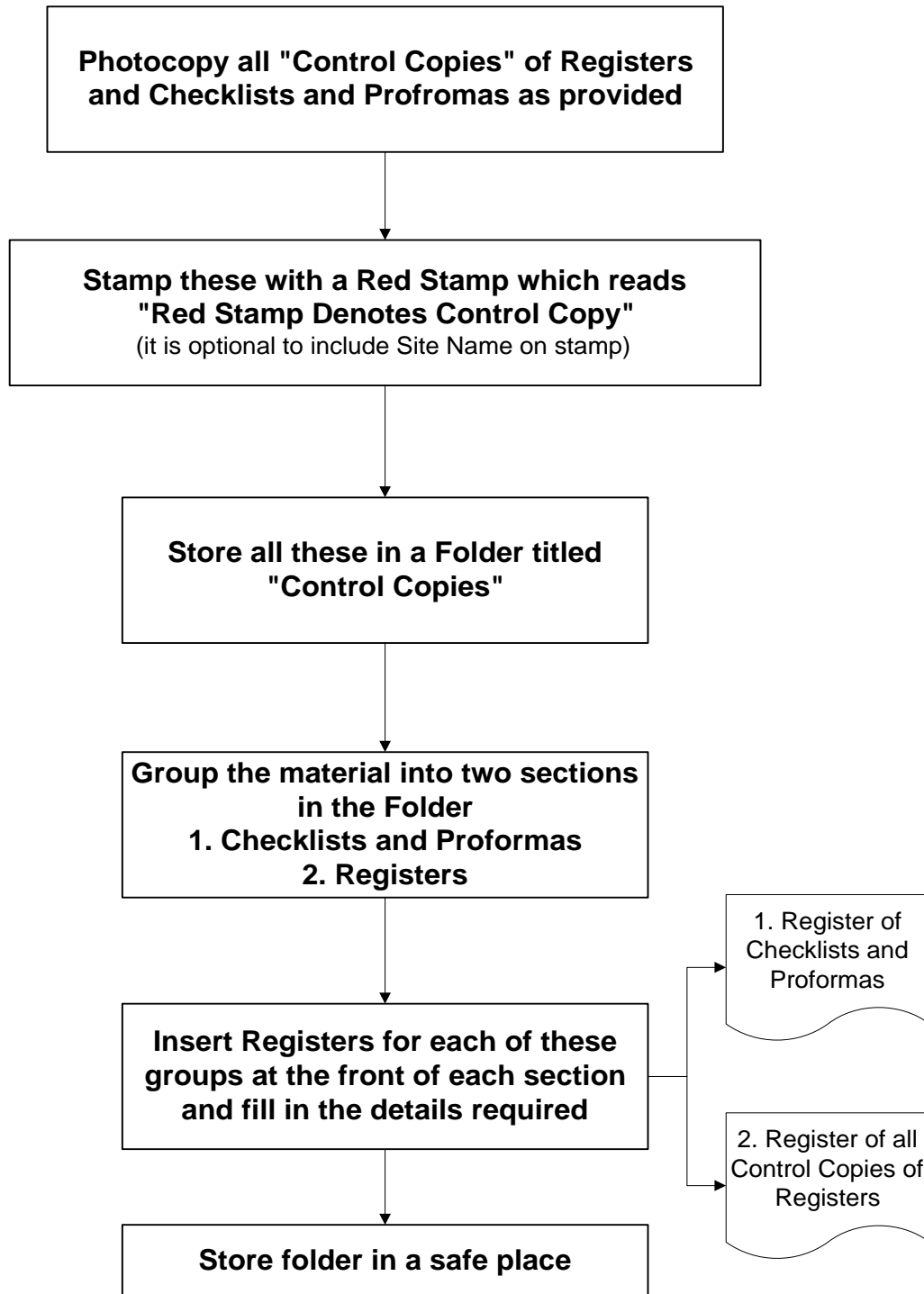
Quality Definitions - Page 10/10

**To Establish the system, follow the steps outlined on the following pages 2/4, 3/4 and 4/4.**



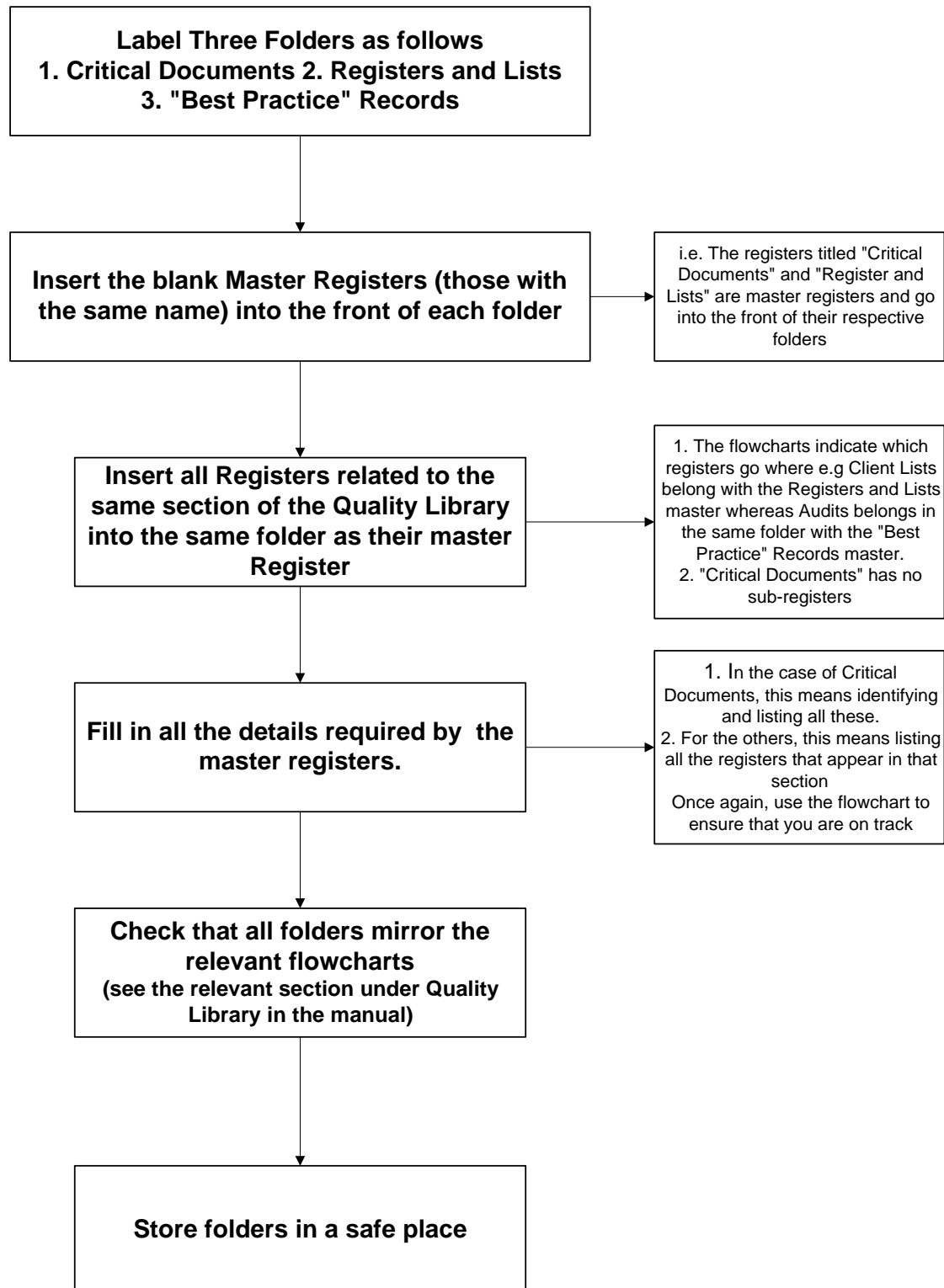
## Establishing the Quality Library System

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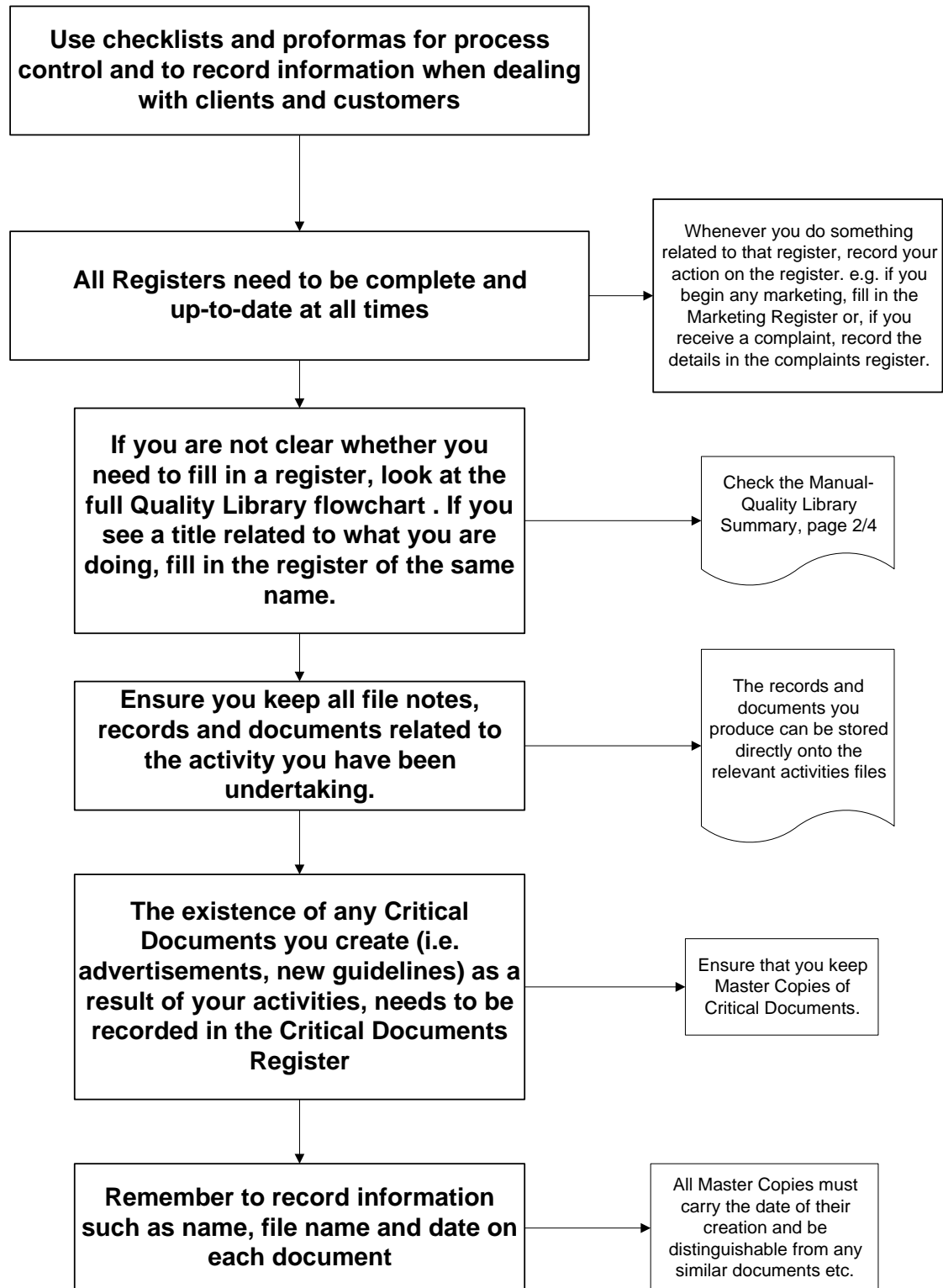


## Establishing the Quality Library System

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## Establishing the Quality Library System



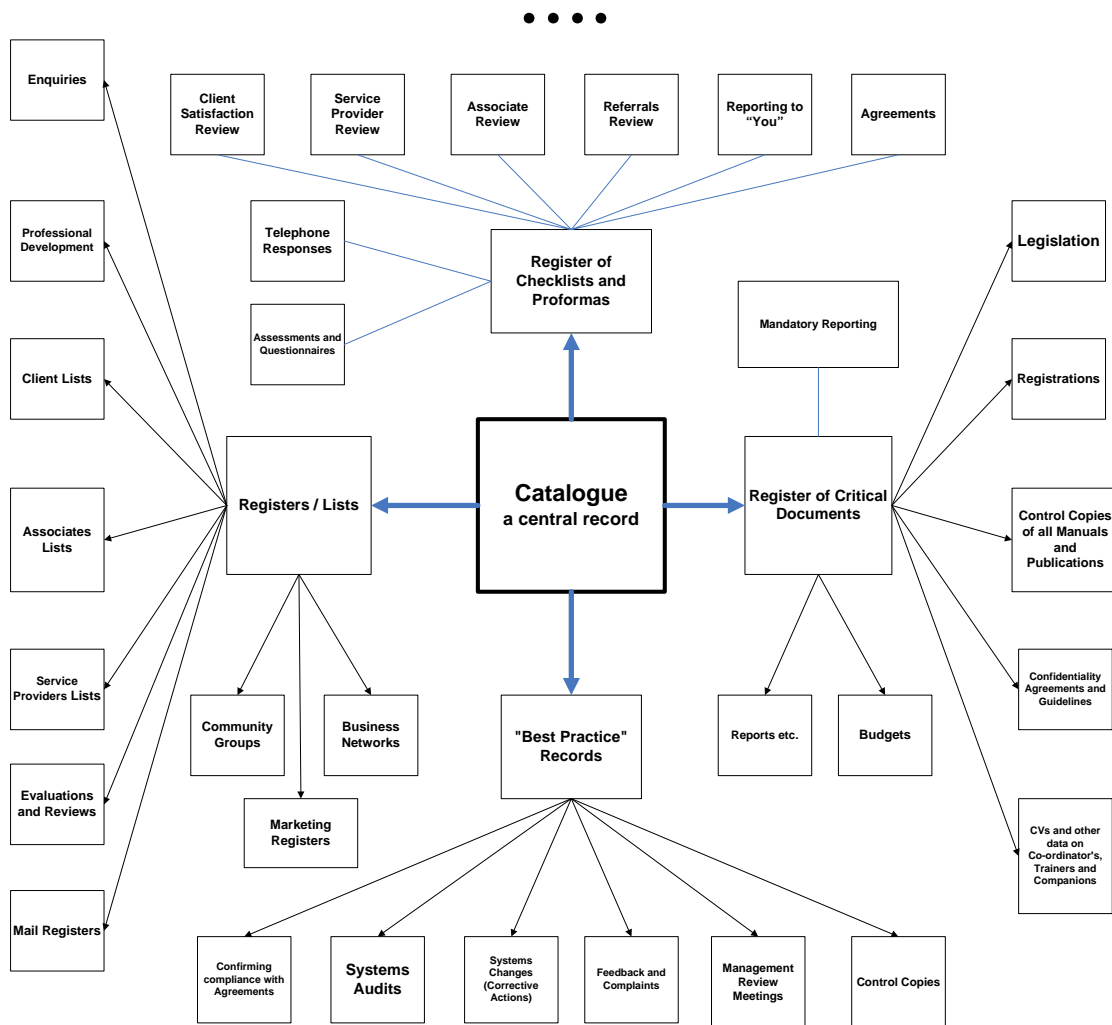
**In Summary, the following  
*Quality Library Definitions and  
Explanations* apply to your  
Quality System.**

<b>Name</b>	<b>Definition</b>	<b>Explanation</b>
<b>“Best Practice Records”</b>	those records that monitor performance	this consists of registers and files related to records of evaluation and review by Management, improvements and changes to material, audits, corrective actions, complaints and the actions taken in response to these
<b>Register of Critical Documents</b>	the central point for identifying and locating all crucial documents and those which govern action	these documents are the official instructions and guidelines for governing operations plus “Master Copies” of publications etc. They also comprise official documentation sent to you by others.
<b>Register of Checklists and Proformas</b>	the central point for identifying and locating all Checklists and Proformas which govern action	this section relates to the checklists and proformas used by Seasons™ - it comprises both the register identifying all these and the file containing master copies and latest editions of these
<b>Registers / Lists</b>	the central point for locating all registers (lists) and their associated files not already covered by the areas indicated above	this section relates to ‘living and growing’ files which are in active use and are created by your activities - it incorporates both the registers and the files, records and documents that the registers reflect





# As a total picture, your Quality System looks like this



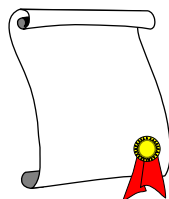
Each major section, such as Checklists and Proformas, has its own register detailing what is in that section.

**Remember, we have provided you with all the key elements -**

- **Critical Documents Register;**
- **Checklists and Proformas;**
  - **Registers and Lists; and**
  - **“Best Practice” Records -**

**that are essential for you to start operating the Quality System.**

**It is also designed so that you can tailor the Checklists and Proformas and the Registers to suit your needs.**



**The system will work as long as you record changes, keep the registers up-to-date and/or remain able to find the type of information required by each section of the system as outlined here.**

**A quality system will maintain its integrity and validity as long as:**

- the key elements remain in place;**
- you monitor your activities; and**
- records and actions are consistent with one another and traceable.**

**The material we have provided will enable you to do that.**



## 4. “Best Practice” Records

These are the “living” records of how your system operates, the checks you have made to ensure that it is operating properly, feedback (good and bad) about your operations and any changes that result.

**So, they consist of:**

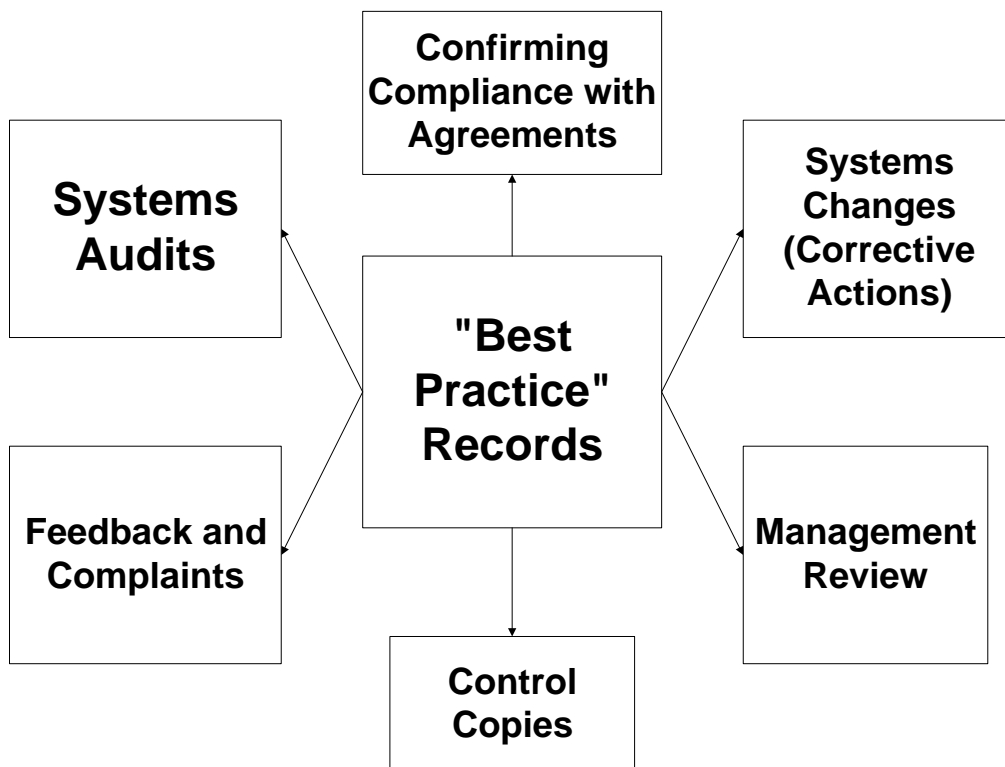
- Systems Audits;
- Systems Changes (Corrective Actions) ;
  - Feedback and Complaints;
  - Management Review;
- Confirming Compliance with Agreements; and
- Control Copies of all Registers, Checklists and Proformas.



Quality Library - BP Records - Page 1/4

**Below is a flowchart of "Best Practice" Records for a Case Management Operation. Each of these (except "Control Copies") is a specific register which leads to activities files which hold your written records.**

**Definitions and explanations appear in this section on page 4/4.**



**“Audits” and “Corrective Actions” also have associated proformas that govern how you perform these functions.**

**These proformas appear in the “Control Copies” section of this manual with all the other registers, lists, checklists and proformas.**



## “Best Practice” Records

Name	Explanation
<b>Systems Audits</b>	This will be a record of systematic review and checking to determine that the system is being used, that records are up-to-date, that documents can be located etc. These are also the records of internal and external audit to confirm usage of the documentation and compliance with the system - it consists of a register of audits undertaken and the name of the person(s) responsible for the audit.
<b>Systems Changes (Corrective Actions)</b>	This is a living record of the actions taken to correct faults and problems - it comprises both a register and the written records of actions taken and the person responsible.
<b>Feedback and Complaints</b>	This is a register of the feedback and complaints received and the records and documentation related to these - it is also a record of all reviews and evaluations undertaken etc.
<b>Management Review</b>	This section covers Management actions and meetings that cover system review - it includes registers and records of evaluations plus registers and records of feedback received
<b>Confirming Compliance with Agreements</b>	These are the steps you take to ensure that those who enter into agreements with you are bidding by those agreements.
<b>Control Copies</b>	These are all master copies of registers, checklists, proformas etc. Master copies of all other documents should be stored with relevant activities files and their existence recorded in registers.



Email [info@kinematic.com.au](mailto:info@kinematic.com.au) or go to the Kinematic website (see below) if you would like copies of sample Registers, Checklists and other documentation which will soon be available and they are  
**FREE!!!!!!**

If you would like to reciprocate the giving, refer people to:

<http://www.kinematic.com.au>

the home of Dr. Leigh Kibby  
creator of:

Success Chess

Sports Chess

Corporate Chess

And

Corporate Snakes and Ladders

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