Columbia Basin Section
ASQ Excellence Through Quality™

April 14, 2020
Columbia Basin ASQ

2018 Performance Awards and Recognition
ASQ Performance Silver

DATE:

Tuesday
April 14, 2020

LOCATION:

Joker's Event Center
(aka Atomic Bowl/Comedy Club)
624 Wellsian Way
Richland, Washington

5:30 p.m. - Check in/Networking
(wine/beer available for
purchase)

5:45 p.m. – Place dinner orders
(everyone orders from the
restaurant menu and pays
individually)

6:00 p.m. – Dinner

6:30 p.m. - Presentation

***NOTE: If planning to order food,
please try to arrive by 5:45 to
allow adequate time for everyone
to be served and eat dinner prior
to the presentation start time.***

Cost:

No charge for ASQ members

$5 for non-members

Please RSVP by April 8 for planning
purposes.

E-mail 0614asq@gmail.com
with your name, contact
information, and type of reservation
(dinner and presentation, or just the
presentation).

Attendance at this meeting earns
0.5 RUs toward ASQ recertification.

For more information about our
ASQ section and other upcoming
events: www.asq614.org/

ISO 9001: Quality Management Tools and How to Get Certified

Denise Clements
Americas Design & Consulting Services
Quality Vice President for AECOM

ISO 9001 sets out the criteria for a quality management system (QMS). It is a process-based standard that can be used by any organization, regardless of size or industry. There are currently over one million companies and organizations in over 170 countries certified to ISO 9001.

Key principles include a strong customer focus, leadership by examples, employee engagement, the process/team approach, continual improvement, evidence-based decision making and fostering relationships. Using ISO 9001 helps ensure that customers get consistent, high-quality products and services, which in turn results in continuous improvement and business benefits.

Certification can be a useful tool to add credibility to organizations by demonstrating their products or services meet the expectations of their customers. For some industries, certification is a legal or contractual requirement.

This presentation will focus primarily on certification and the benefits of embracing the key principles.

- Why get certified?
- Finding a Registrar
- Development/Update of your Quality Program
- Phases of the Registrar Audit
- Maintaining Certification

About the speaker: *Denise Clements is the Americas Design & Consulting Services Quality Vice President for AECOM. She also sits on the Global Integrated Management System (IMS) Steering Committee representing the global Design & Consulting Services Business, which implements, maintains, and improves the various components of AECOM's operations, providing a common global system for use on all AECOM projects.*

Denise's career began as a mechanical engineer in the nuclear industry. Later, as part-owner of a small engineering-fabrication firm, she developed its nuclear quality assurance program compliant with ASME NQA-1 and managed the fabrication shop operations. Shortly after joining AECOM in 2000, Denise was named chief quality officer for one of AECOM's early operating companies, DMJM Holmes & Narver. In that role, she successfully introduced the first ISO 9001-certified quality management system for that operating company. In subsequent years as operating companies merged and dissolved and AECOM grew not only organically but also by acquisition, she successfully led multiple mergers of disparate quality management systems into a coherent whole, all while maintaining the ISO 9001 certification. Denise also worked with AECOM developers to program systems for the streamlining of project management workflows, internal auditing through online tools linked to the financial system for analysis, and a supplier prequalification tool.