

Auditing/Suppliers/Improvement

1. Closed loop management of quality, environmental and health and safety internal audit systems of business management systems

The following steps would be followed to implement this service:

- 1.1 Initial meeting with client
- 1.2 Annual Internal Audit Plan
- 1.3 Scheduling of Internal Audits
- 1.4 Executing Internal Audits
 - 1.4.1 Preliminary Review
 - 1.4.2 Internal Control Review
 - 1.4.3 Audit Programme
 - 1.4.4 Field Work
 - 1.4.5 Advice and Informal Communications
 - 1.4.6 Audit Summary
 - 1.4.7 Audit Report
 - 1.4.8 Discussion Draft
 - 1.4.9 Exit Conference
 - 1.4.10 Final Report
 - 1.4.11 Client Response
- 1.5 Audit Follow Up
 - 1.5.1 Follow Up Review
 - 1.5.2 Follow Up Report
- 1.6 Monthly Dashboard Report
- 1.7 Summary Report for Management Review

2. Closed loop management of new or established supplier audit systems

The following steps would be followed to implement this service:

- 2.1 Initial meeting with client
- 2.2 Annual Supplier Visit and Audit Plan
- 2.3 Scheduling of Supplier Visits and Audits
- 2.4 Executing Supplier Audits
 - 2.4.1 Supplier Corrective Action Implementation Audit
 - 2.4.2 Supplier Business Approval Audit
 - 2.4.3 Supplier Product Approval Audit
 - 2.4.4 Supplier Routine Audit
 - 2.4.5 Supplier Development Audit
- 2.5 Audit Follow Up
- 2.6 Monthly Dashboard Report
- 2.7 Summary Report for Management Review

3. Delivery of quality, environmental and health and safety trainings

- A quality example would be PFMEA/DFMEA training
- An environmental example would be selective rubbish collection training
- A health and safety example would be manual handling training

4. Performance improvement of internal business processes

The following steps would be followed to implement this service:

- 4.1 Process Definition & Documentation
- 4.2 Process Assessment and Value Targeting
- 4.3 Process Improvement
- 4.4 Process Improvement Sustainment

5. Provide qualified interim quality, environmental, and health and safety staff

Improved Ways Limited would be able to provide experienced and skilled QEHS professionals if required by client on an interim basis. This type of service is designed to help clients with sudden staff shortages (short and middle term sick leaves), or emergency type of business situations.

6. Identify and analyse process problems and recommend solutions using structured problem solving

The following steps would be followed to implement this service:

- 6.1 Initial meeting with client
- 6.2 Problem solving tools
 - 6.2.1 A3 problem solving process
 - 6.2.2 10 steps problem solving process
 - 6.2.3 8D problem solving process
- 6.3 Define the problem
- 6.4 Generate alternative solutions
- 6.5 Evaluate and select an alternative
- 6.6 Implement and follow up on the solution