

GICHD QUESTIONNAIRE FOR QUALITY MANAGEMENT SYSTEMS GAP ANALYSIS

Definitions [ISO 9000:2005]

3.1.1 Quality: degree to which a set of inherent characteristics fulfils requirements.

Note: The term “quality” can be used with adjectives such as poor, good or excellent.

“Inherent”, as opposed to assigned, means existing in something, especially as a permanent characteristic.

3.2.1 System: set of interrelated or interacting elements.

3.2.2 Management system: to establish policy and objectives and to achieve those objectives.

3.2.3 Quality management system: management system to direct and control an organization with regard to quality.

3.2.8 Quality management: coordinated activities to direct and control an organization with regard to quality.

Note: Direction and control with regard to quality generally includes establishment of the quality policy and quality objectives, quality planning, quality control, quality assurance and quality improvement.

3.2.4 Quality policy: overall intentions and direction of an organization related to quality as formally expressed by top management.

Note: Generally the quality policy is consistent with the overall policy of the organization and provides a framework for the setting of quality objectives. Quality management principles presented in this International Standard can form a basis for the establishment of a quality policy.

3.2.5 Quality objective: something sought, or aimed for, related to quality.

Note: Quality objectives are generally based on the organization’s quality policy. Quality objectives are generally specified or relevant functions and levels in the organization.

3.2.9 Quality planning: part of quality management focused on setting quality objectives and specifying necessary operational processes and related resources to fulfill the quality objectives.

Note: Establishing quality plans can be part of quality planning.

3.2.10 Quality control: part of quality management focused on fulfilling quality requirements.

Note: IMAS addition – “QC relates to the inspection of a finished product. In the case of humanitarian demining, the ‘product’ is safe cleared land (IMAS 04.10, 3.229).

2.2.11 Quality assurance: part of quality management focused on providing confidence that quality requirements will be fulfilled.

Note: IMAS addition – The purpose of QA in humanitarian demining is to confirm that management practices and operational procedures for demining are appropriate, are being

applied, and will achieve the stated requirement in a safe, effective and efficient manner. Internal QA will be conducted by demining organizations themselves, but external inspections by an external monitoring body should also be conducted.

3.2.12 Quality improvement: part of quality management focused on increasing the ability to fulfill quality requirements.

Note: The requirements can be related to any aspect such as effectiveness, efficiency or traceability.

3.4.1 Process: set of interrelated or interacting activities which transform inputs into outputs.

Note: Inputs to a process are generally outputs of other processes. Processes in an organization are generally planned and carried out under controlled conditions to add value. A process where the conformity of the resulting product cannot be readily or economically verified is frequently referred to as a “special process”.

3.2.14 Effectiveness: extend to which planned activities are realized and planned results achieved.

3.2.15 Efficiency: relationship between the result achieved and the resources used.

Questions

QM system responsibilities

1. Are the QM roles and responsibilities of the following clearly defined?
 - a. NMAA
 - b. NMAC
 - c. UN agencies
 - d. Operators
 - e. Other (specify, where relevant)
2. Who is responsible for quality in the UNMAT/NMAA/MAC?
3. Is there any stakeholder or institution (national or international) carrying out external quality audits, monitoring visits or evaluations of the programme? If yes, please provide details.

Standards / Strategy

4. Which laws and standards guide the work of the UNMAT/NMAA/MAC?
5. Which standards define the required performance from MA implementers?
6. Is there a national mine action strategy?

Management

7. How does the UNMAT/NMAA/MAC management system encourage the achievement of the standards and strategy?
8. Does the programme have (if yes please provide details)
 - a. a quality policy
 - b. quality objectives

9. Which quality-oriented management processes have been identified and defined?
 - a. for quality planning
 - b. for quality control
 - c. for quality assurance
 - d. for quality improvement
10. Are responsibilities for the individual processes assigned?
11. Are the processes effective in achieving the required results?
12. Are the procedures, documents and other information describing or supporting the required elements of the quality system known, available, understood and used by the UNMAT/NMAA/MAC personnel?
13. Are the documents and other information used to describe the quality system and processes adequate to achieve the required quality objectives?
14. Is there a mechanism (e.g. working group) established for dialogue among national authorities, MAC, operators and advisors?
 - a. How often does it meet?
 - b. Are minutes or other records maintained?

QM system coverage

15. Scope – Are the following components of mine action covered by the national mine action QM system
 - a. Humanitarian demining financed via...
 - i. grants from international donors?
 - ii. commercial contracts?
 - iii. peacekeeping or other international military missions?
 - iv. government budget?
 - v. development projects?
 - vi. military-military assistance?
 - b. Commercial demining (i.e. demining to enable private or public-private investments)?
 - c. Risk education
 - d. Victim assistance
 - e. Stockpile destruction
16. Which areas are currently covered by QM processes? Where do you see a need for (better) coverage?
 - a. Non-technical survey
 - b. Technical survey
 - c. Manual clearance
 - d. Mechanical clearance
 - e. Land release
 - f. Medical support to MA operations
 - g. Accident investigation
 - h. QM systems of MA implementers
 - i. Contracting
 - j. Outcome of land released

- k. Impact of land released
- l. Management of standards
- m. Data management
- n. UNMAT/NMAA/MAC administration
- o. Standards & strategy review
- p. Other (please specify)

17. How does the QM system address the overall aspects of

- a. safety
- b. efficiency
- c. effectiveness?

18. What is the true legal status of the existing QM system components – do they have force under national law? Do they apply only ‘inside’ the mine action sector, or to all activities related in some way to explosives contamination and mine action?

Documentation

19. How are the following documented:

- a. Quality policy
- b. Quality objectives
- c. Quality processes

20. Are the key documents available in the local language(s)

Resources

21. Which resources are allocated to QM? (breakdown by organization where necessary)

- a. Human resources
- b. Competence, training and awareness
- c. Infrastructure / work environment
- d. Financial resources

22. Are the resources sufficient to implement and maintain the quality management system and continually improve its effectiveness?

23. Are the resources sufficient to enhance customer satisfaction by meeting customer requirements?

Beneficiary-oriented processes

24. Have the beneficiaries (clients/customers) of the services been identified?

25. Have the requirements of the beneficiaries related to the services been identified and determined?

26. Is UNMAT/NMAA/MAC able to meet these requirements?

27. Is there a regular communication with the beneficiaries with regard to their satisfaction with the services?

QM system design

28. Please summarize the milestones in designing and implementing the national QM system so far.

29. What are the priorities for improvements?