

Telarc Q-Base certification



ASSESSING PERFORMANCE // IMPROVING QUALITY // CREATING CONFIDENCE

A tool for better business

It takes focus, courage and stamina to start and build a small business. Every way you turn there seems to be another obstacle in your path. To make matters worse, there's never enough time in the day, or people to rely on, to achieve all the things that you set out to do. We understand this about your business. We know that it's people like you who play a vital role in the healthy growth of New Zealand's economy.

But success in business calls for more than good intentions. You have to create real value for your customers. That's the value that comes from the quality of your product or services. And this is where Telarc Q-Base can play an important role.

Put simply, our job at Telarc is to help New Zealand businesses grow strong and healthy. We can help you add value to your products or services through your commitment to, and application of, quality management and improvement principles. Designed specifically for the small to medium-sized business, the Q-Base Quality Management System Code provides a framework that enables your business to achieve and maintain consistent quality. Our experienced management system assessors can help you supply the right product or service at the right time and place.

What it does for you

Telarc Q-Base certification shows that you have a quality management system and that it works. It is this independent proof that creates market confidence in your ability to consistently deliver what your customers order. That can be vital to the credibility and success of your business. At home and around the world, more and more buyers are demanding that their suppliers provide this proof. Your certification is important to your customers, staff and stakeholders.

Customers will have confidence in your ability to deliver products or services that consistently meet their requirements. Customers receive their orders on time, first time and every time. There are many examples of companies that have gained extra business as a direct result of quality system certification.

Management know that, with fewer mistakes, complaints and less wastage, they will have time to plan and make the business grow. As managers of efficient and successful operations, they will enjoy job satisfaction, job security, improved interpersonal relationships with employees and pride in what they have achieved.

Employees will enjoy the satisfaction of greater involvement in the business as they work together with management towards common goals. Each one will have a clear idea of how they can contribute to that goal and they will share in the pride of its achievement.

Suppliers will know precisely what you expect of them because the systems in place will bring the parties closer together and provide opportunities for enhanced working relationships.

Shareholders can reasonably expect a better return on their investment as a result of improved efficiencies and higher productivity. Telarc Q-Base certification will improve your goodwill and that value can be transferred to your business balance sheet.

Regulators will have confidence in your ability to comply with regulations. Your management system can integrate regulatory requirements. For example, you can include the processes you use to comply with Health and Safety and Resource Management Act requirements.

What Telarc Q-Base provides

The Telarc Q-Base Code provides a powerful framework from which to work. It gives you the opportunity to formalise how you, and your staff, will fully understand your customers' needs. And how, through ongoing quality management, you will meet those needs. To become a Telarc Q-Base Registered Supplier your quality management system is assessed against the requirements of this Code. We developed the Code and it adapts elements of the internationally recognised ISO 9000 series of quality management system standards.

Independent certification helps you to introduce discipline into, and receive regular feedback about, the operations of your business. Also, it provides market proof that your system complies with a recognised standard of quality management practice.

What you need to do

There are seven clauses in the Telarc Q-Base Code. To become registered you need to meet the requirements of each clause. You will need to write down what you do in a way that works for you. Briefly, here's what you need to do:

- Assign a staff member to the job of Quality Coordinator
- Have a way of controlling critical documents and records
- Have a way of understanding your customers' needs
- Have a system for purchasing
- Train staff for the work that they do
- Have plans for inspecting work, both in progress and when finished
- Have a method for continual improvement.



To find out more or to apply to begin the certification process, contact us on 0800 004004 or email admin@telarc.co.nz