

Some useful links:

European Software Institute
www.esi.es

Crosstalk Defense Journal
www.stsc.hill.af.mil/crosstalk

Business of Software Blog
blog.businessofsoftware.org

Bionic Office – Joel on Software
www.joelonsoftware.com

How to Change The World
blog.guykawasaki.com

Duct Tape Marketing
www.ducttapemarketing.com



If you're in Brisbane on 31 July 2009 you can catch us presenting at the ACS SPASM SIG IBM Centre, L5 348 Edward St, Brisbane
Why processes degrade and 5 Steps to Help Your Business



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Questions An Auditor May Ask

When an ISO9001 audit is on the horizon for your company, it's a good idea to ensure your staff are able to answer the following questions. (although some questions are more for management and the QA team)

- What are your documented quality policy and objectives?
- How are quality objectives established at various levels through the organisation?
- How are quality objectives measured, communicated?
- How does the quality policy relate to you and your job?
- How does your management show commitment to quality?

- What is contained in your quality management system? What is it for?
- Do you use procedures? Are they ever updated?
- What sort of training have you undertaken?

- What records are kept of management reviews?
- How does top management ensure availability of resources?
- How does top management establish continual improvement?
- What metrics are recorded? Do you know the key metrics results?

- How are customer requirements and regulatory requirements communicated and met?
- How do you determine your customers' needs
- How do you turn your customers' needs into requirements

- What is your document control process? Is it documented?
- Who approves documents for adequacy prior to use
- How are changes identified
- Where is your record control procedure

- How are your records protected from deterioration
- How are your records stored
- How are your records identified

- How would you go about improving a procedure?

If your staff can answer a majority of these questions, it's a good indicator you'll do well in your audit and is good for your bottom line.



Business & Quality Systems – Are They Working For You?

Many, if not most, companies have a business/quality system which includes policies and procedures that have been collected over the years. Yet we often see staff in these companies not following these procedures because "they're too hard to understand" or they "can never find what they're after".

How effective is your business system? Does it help your staff do their job or does it just get in the way? Business/quality systems are only as effective to the extent they are used. Simply adding procedures to an amorphous blob simply makes a bigger blob. A lot like the net...



James Kelly, CEO