ISO 10014:2021 (E)

B.3.3.2 Do

Quality management systems — Managing an organization for quality results — Guidance for realizing financial and economic benefits

Contents

		Foreword	
		Introd	uction
1	Scop		
2	Normative		ative references
3		Terms and definitions	
4		Top-de	own structured approach to realize financial and economic benefits
	4.1		Overview
	4.2		Top-down structured approach
	4.2.7 4.2.2		General Store 1 Analysis of results
	4.2.2	_	Stage 1 — Analysis of results Evaluate current performance metrics
		2.2	Validate metrics
		2.3	Review results, trends and risks
	4.2.2		Identify opportunities and metrics at risk
	4.2.2		Assign action plans
	4.2.3	3	Stage 2 — Analysis of processes
	4.2.3	3.1	Introduction to the cycle
	4.2.3	3.2	Plan
	4.2.3		Do
		3.4	Check
	4.2.3		Act
	4.2.4	=	Review and approve results of action taken
Annex	Α		native) Financial and economic benefits, related metrics and linkage to quality gement principles
Annex	В	(inforr	native) Examples of a structured approach to business performance improvement
	B.1		General
	B.2		Generic example
	B.2.1		Stage 1 — Analysis of results by top management
	B.2.1.1		Current performance metrics
	B.2.1.2		Validate metrics
	B.2.1.3		Review results, trends and risks
	B.2.: B.2.:	_	Stage 2 — Analysis of processes by process owners Plan
	B.2.		Do
	B.2.		Check
	B.2.		Act
	B.2.		Back to Stage 1
	B.3		Small business example
	B.3.1		General
	B.3.2		Stage 1 — Analysis of results by business owner (top management)
	B.3.		Current performance metrics
	B.3.		Validate metrics
	B.3.		Review results, trends and risks
	B.3.		Stage 2 — Analysis of process by process owner
	B.3.3.1		Plan

B.3.3.3	Check
B.3.3.4	Act
B.3.4	Back to Stage 1 — Approve action plan
B.4	Services example
B.4.1	Stage 1 — Analysis of results by top management
B.4.1.1	Current performance metrics
B.4.1.2	Validate metrics
B.4.1.3	Review results, trends and risks
B.4.2	Stage 2 — Analysis of process by process owners
B.4.2.1	Plan
B.4.2.2	Do
B.4.2.3	Check
B.4.2.4	Act
B.4.3	Back to Stage 1 — Approve action plan
C (infor	mative) Salf assessment tool

Annex C (informative) Self-assessment tool

C.1 Rating

C.2 Method

Annex D (informative) Application of quality management system requirements

Page count: 19