ISO 10014:2021 (E)

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

Contents

Foreword

Introduction

1 Scope

2 Normative references

3 Terms and definitions

4 Top-down structured approach to realize financial and economic benefits

- 4.1 Overview
- 4.2 Top-down structured approach
- 4.2.1 General
- 4.2.2 Stage 1 — Analysis of results
- 4.2.2.1 Evaluate current performance metrics
- 4.2.2.2 Validate metrics
- 4.2.2.3 Review results, trends and risks
- 4.2.2.4 Identify opportunities and metrics at risk
- 4.2.2.5 Assign action plans
- 4.2.3 Stage 2 — Analysis of processes
- 4.2.3.1 Introduction to the cycle
- 4.2.3.2 Plan
- 4.2.3.3 Do
- 4.2.3.4 Check
- 4.2.3.5 Act
- 4.2.4 Review and approve results of action taken

Annex A (informative) Financial and economic benefits, related metrics and linkage to quality management principles

Annex B (informative) 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.2.2 Stage 2 — Analysis of processes by process owners
- B.2.2.1 Plan
- B.2.2.2 Do
- B.2.2.3 Check
- B.2.2.4 Act
- B.2.3 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.3.2.1 Current performance metrics
- B.3.2.2 Validate metrics
- B.3.2.3 Review results, trends and risks
- B.3.3 Stage 2 — Analysis of process by process owner
- B.3.3.1 Plan
- B.3.3.2 Do

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

Annex C (informative) Self-assessment tool

C.1 Rating
C.2 Method

Annex D (informative) Application of quality management system requirements

Page count: 19