

# IALA World-Wide Academy Quality Management System (QMS)

## Management Review meeting

Location: Online  
Date: 11 June 2020  
Participants: Dean, Omar Frits Eriksson,  
Education and Development Manager, Kevin Gregory

### 1 Status of actions from previous management reviews;

Actions from previous meeting:

1. Administration of course feedback procedure needs to be improved.  
Accredited Training Organisation (ATO) feedback is reviewed as part of the post course review. Academy delivered courses are subject to a post course review in addition to an online survey of participants.
2. The distance learning programme shall be enhanced using e-learning tools.  
Ongoing with good progress.
3. Refinement of services from the IALA Secretariat shall be addressed at the weekly Secretariat meetings.  
Action completed.
4. The Academy shall be more interactive in quality management of courses delivered by ATOs.  
The Memorandum of Understanding (MoU) with ATOs has been reviewed to provide an increased level of oversight.
5. States in need analysis shall be enhanced to target efforts more appropriately.  
Action completed.
6. Introduce document control mechanism in the QMS.  
Positive progress has been made, further development is still required.

**Action item 1** – Continue the implementation of a document control mechanism in the QMS

### 2 Changes in external and internal issues and the list of interested parties;

The lists of external/internal issues and interested parties were reviewed. Adjustments were made directly in the Academy QMS.

One major external issue was identified related to the health and safety implications of missions (COVID-19 and overseas safety and security in general). The COVID-19 issue has effectively eliminated the possibility for travel which has had a major impact on the 2020 Action Plan. The Academy has implemented online activities and has increased the resources in the development of e-learning platforms and tools.

The effect of COVID-19 on future sponsorship opportunities is unknown.

### 3 Performance and effectiveness of the Quality Management System;

#### 3.1 Customer satisfaction and feedback from relevant interested parties;

Generally, customer satisfaction is believed to be good, and no negative feedback has been received from customers or interested parties.

The changes to the 2020 Action Plan stemming from COVID-19 have not resulted in complaints from customers or interested parties.

### 3.2 The extent to which quality objectives have been met (Key Performance Indicators);

Quality objectives have generally been met in the period since the last Management Review and no Non-Conformity Reports (NCR) have been raised. However, it is considered that the Key Performance Indicators (KPI) would benefit from revision.

**Action item 2** – Review and revise the Academy KPIs.

### 3.3 Process performance and conformity of products and services;

The QMS processes were found to be performing satisfactorily. However, during the Management Review it was discovered that some QMS documented processes may benefit from review or removal to ensure that they reflect the current operations of the Academy and avoid duplication with other processes within IALA.

The conformity of the products and services provided by the Academy was considered to be at a good level during the period of review.

**Action item 3** – Review and rationalise the Academy QMS documented processes.

### 3.4 Nonconformities and preventative actions;

During the period of the Management Review, no new NCRs have been raised and the open NCRs have been closed.

The fact that no new NCRs have been raised since the last Management Review possibly indicates that the QMS may not be totally effective. Once the KPIs have been reviewed it is considered that a streamlined and simple means of raising NCRs (potentially through the IALA Microsoft Teams application) may be considered.

**Action item 4** – Review and streamline the Non-Conformity reporting process.

### 3.5 Monitoring and measurement results;

The results of the education and training activity of the Academy are monitored. For courses delivered by ATOs, feedback is considered as a part of the post-course review process as a requirement of the revised MoU.

Courses delivered by the Academy directly are monitored by means post course review and through an online questionnaire. This questionnaire will be further developed to embed it in the e-learning platform.

The feedback of ATOs and participants has informed a review of the course materials and the structure of examinations. In response to feedback received, Module Three of the Level 1 course has been re-written and a series of textbooks commissioned.

### 3.6 Audit results;

No external audits have taken place since the last Management Review.

### 3.7 Performance of external providers;

No major problems have been found with external providers. The revised MoU and growing capability in general terms of ATOs, has resulted in no major performance issues. Experience in 2019 did confirm that ATOs delivering a course for the first-time benefit from a higher level of Academy support to ensure the necessary standards are met.

## 4 Adequacy of resources;

The COVID-19 pandemic has halted travel activities which has had an adverse impact upon the 2020 Action Plan. In the current situation, the availability of resources is satisfactory and enables the development of Academy resources in addition to online liaison with customers and other interested parties.

New competencies (such as e-learning) have been acquired through the use of consultants.

## 5 Effectiveness of actions taken to address risks and opportunities

Hazard identification seems to be effective, justified by the fact that no cases of negative consequences have been detected.

The level of funding is suitable for the time being. However, we should continue to seek diversification of sponsorships.

## 6 Opportunities for improvement;

As described above, a review of the KPIs, QMS processes and NCR process will be undertaken.

The main improvement that should be sought is to develop further the culture related to quality management within the Academy.

## 7 Decisions and actions

The following actions arose from the Management Review:

1. Continue the implementation of a document control mechanism in the QMS.
2. Review and revise the Academy KPIs.
3. Review and rationalise the Academy QMS documented processes.
4. Review and streamline the Non-Conformity reporting process.

## 8 Conclusion

The meeting concluded that the QMS is reasonably fit for purpose and could be further enhanced once the action items have been addressed.

## 9 Any other business.

None.

*Omar Frits Eriksson*  
*11 June 2020*