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WHAT GETS MEASURED GETS MANAGED

Data Operations has established quality objectives and associated key performance indicators to track progress towards desired performance and report to management. A sample QMS Management Dashboard is shown below.

TIMELY DATA
Improve process time of 5800.1’s

DATA QUALITY
Ensure completeness of 5800.1’s received

PERSONNEL MANAGEMENT
Maximize resources

STAKEHOLDER SATISFACTION
Improve stakeholder satisfaction

QMS SUPPORTING PHMSA’S 2021 SAFETY GOALS

PHMSA strives to be forward-looking, proactive, innovative, and data driven based on the core principles of Safety, Trust, and Innovation. The ongoing ISO 9001 continuous improvement efforts implemented for OHMS Data Operations support PHMSA’s 2021 safety goals.

PROMOTE CONTINUOUS IMPROVEMENT IN SAFETY PERFORMANCE
Continuous improvement is an overarching goal of ISO 9001. The standard provides a systemic approach to improving desired performance.

BUILD STAKEHOLDER AND PUBLIC TRUST
Management and external stakeholders are reassured by the direction, consistency, and efficiency that a QMS provides. Quality goals and objectives, such as stakeholder satisfaction, are regularly measured.

INVEST IN SAFETY INNOVATION TO BECOME MORE PROACTIVE AND FORWARD-LOOKING
Goal-setting, quality metrics, management reviews, and audits encourage a focus on new opportunities for improvement.

CULTIVATE ORGANIZATIONAL EXCELLENCE AND SAFETY CULTURE
A QMS is an investment in the success of the organization and staff at all levels. The QMS promotes increased direction and involvement from top management, along with feedback mechanisms for staff and a renewed focus on quality, efficiency, and process ownership.

PURSUE OPERATIONAL EXCELLENCE
Well defined and documented procedures improve consistency and dependability of the output.

CONTACT
Yolanda Y. Braxton, MPA
OHMS Data Operations Coordinator
yolanda.braxton@dot.gov

Developed with Assistance from
ABS Group

ISO 9001 Supporting PHMSA’s vision for the future
WHAT IS ISO 9001?

ISO 9001:2015 describes the criteria for a Quality Management System (QMS) to give your organization the quality systems that will provide the foundation to better customer satisfaction, staff motivation and continual improvement.

ISO 9001 PROVIDES

**DIRECTION**
- Establish quality policy
- Set goals and objectives
- Establish procedures and methods

**CONSISTENCY**
- Steadfast adherence to the same principles, procedures, forms, etc.
- Agreement, harmony, and compatibility

**EFFICIENCY**
- Ability to accomplish a job with minimum expenditure of time and effort while maximizing the quality of the work product

STRUCTURE OF ISO 9001 STANDARD
The elements of the ISO 9001 standard are structured in accordance with the Plan – Do – Check – Act cycle to help to focus processes and objectives toward desired improvement.

WHAT IS A QUALITY MANAGEMENT SYSTEM?

A QMS is a collection of business processes focused on achieving quality policies and quality objectives that meet customer requirements.

PHMSA IS ONE OF THE FEW GOVERNMENT AGENCIES VOLUNTARILY IMPLEMENTING A QUALITY MANAGEMENT SYSTEM

A QMS includes the organizational structure, policies, procedures, processes, and resources needed to implement a quality system. Each tier of the QMS Pyramid is supported by and inclusive of the tier below.

QUALITY MANAGEMENT SYSTEM (QMS) PYRAMID

The Quality Manual (Tier 1) provides the overall policy, which is supported by the Standard Operating Procedures (SOPs) and process maps in Tier 2. The work instructions, forms, and templates in Tier 3 provide additional depth to the Tier 2 elements. Finally, the components of Tier 4 document that the processes contained in Tiers 3, 2, and 1 are being followed.

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OHMS DATA OPERATIONS QMS: INNOVATION IN MOTION

PHMSA OHMS Data Operations is implementing an ISO compliant Quality Management System to improve data quality and stakeholder satisfaction, and ultimately improve business performance.

ACHIEVING ISO 9001 CERTIFICATION

Corrective Action / Continuous Improvement
Actions to address management systems deficiencies and identity opportunities for improvement

Internal Audit
Annual audits to ensure the requirements of the QMS are effectively implemented

Quality Objectives
Key performance indicators to validate the effectiveness of the QMS

SOP Development
Outlines how to perform a process and responsibilities of personnel performing the process

GAP Analysis
Analysis of current processes to identify existing gaps and areas of improvement

QMS implementation initiated with a gap analysis to analyze current processes and identify existing gaps and areas of improvement. The results of the gap analysis are shown below.
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QUALITY MANAGEMENT SYSTEM (QMS) PYRAMID

1. Quality Manual
2. Standard Operating Procedures, Process Flowcharts
3. Work Instructions, Forms, Templates
4. Quality Records, Documents

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INTERNAL AUDIT

QUALITY OBJECTIVES

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DATA OPERATIONS QMS

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**ISO 9001**

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