QUALITY MANAGEMENT
Quality Management

Key Message
Effective quality management ensures that we are delivering a quality service to all stakeholders

Quality management aims to shift quality control beyond an individual audit and toward a system of continuous quality assurance

Which of these two definitions do you think is most accurate?

Quality Management is about making sure that our PCA Management teams delivers an excellent service to our customers and other stakeholders

VS

Quality Management involves planning monitoring and reviewing all of our day to day activities so that we deliver the best outcomes for the customs administration and all the stakeholders
Measuring Quality

If we can’t measure it then we can’t improve it

- a. Hard Number such as revenue generated
- b. Auditing to a published standard
- c. Performance of individual departments and staffs
- d. Time spent on filling duties
EVERYONE is responsible for quality

Quality management should be a part of PCA management system. It should be integrated in the same way as risk management. It helps audit team to achieve consistency and improve their internal process.
Components of Quality Management

**Quality Planning**: A systematic process that translates quality policy into measurable objectives and requirements.

**Quality Control**: Aimed at satisfying quality requirements by supervising and facilitating process in order to meet specified requirements.

**Quality Assurance**: involves providing sufficient assurance that quality requirements being satisfied

**Quality Improvement**: means strengthening a capability which already satisfies the quality requirements
Components of Quality Management

Plan

Control

Assurance

Improve ment
Quality Management Framework

5 KEYS ELEMENTS

Leadership and Direction
The long term intension, vision, mission and direction will be determined and established in the audit strategy.

Human Resource Management
Audit personnel are properly trained, are competent and understand the role they play in delivering quality.

Audit Management
Appropriate systems and procedures are in place to ensure that the audit is carried out to agreed standards.

Relation with traders and stakeholders
Traders and other stakeholders are engaged in the audit process and contribute to quality outcome.

Continuous Improvement
Monitor and review in order to identify opportunities for improvement.
If we are to manage quality, we need to measure how well we are doing so that we can strive to make improvement.

- We must measure quality using both quantitative and qualitative measures.
- One of the simplest is to use standardised quality measures – measuring the conduct of an audit against an agreed quality standard as defined in the quality framework.
- The success of an audit can also be measured by the identifications of risk or the reduction in overall risks, as a result of audit activity.
DELICIOUS FOODS.

Ketoprak: Pickled vegetables with peanut sauce and crackers

Asinan Betawi: Vermicelli, cabbage, and sprouts topped on rice cakes with peanut sauce

Kerak Telor: Glutinous rice, ebi, and egg grilled on pan, sprinkled with seasonings and fried shallot

Soto Betawi: Meat Soup with creamy and savory coconut milk
THANK YOU