

BREIF ON QMS CONSULTANCY PROJECT AT SUPREME COUNCIL OF HEALTH

NAME OF THE COMPANY: Supreme Council of Health (Healthcare Governing Body of Qatar)

SCOPE OF WORK:

Training & Consulting of 09 departments, out of 13 departments within SCH, leading towards ISO 9001:2008 Certification.

MANAGEMENT SYSTEM STANDARD DEPLOYED:

1. Quality Management System – ISO 9001:2008

OBJECTIVE AND NEED FOR IMPLEMENTATION OF THE MANAGEMENT SYSTEM STANDARD:

Over last few years, the Health Care Quality and Patient Safety Department is aiming to get ISO 9001:2008 Certification. They finally initiated this in May 2013. The objective of this project is to Standardize Policies, Procedures & Documents and implementing the system for certification against the quality management system.

PROJECT INITIATION : 02ND WEEK OF MAY 2014

EXPECTED PROJECT COMPLETION DATE: 04TH WEEK OF NOV 2014

CHALLENGES:

- No initial clarity on team size and locations; 09 departments, led to many sections and sub-sections.. altogether 45 small departments.
- Most of the employees preferred Arabic Language, for Training, Documentation, Consulting, etc. (considering the standard being in English)
- Nature of the Organisation – Government
- Constrain on time - including office timings
- Constrain with respect to non - availability of personnel during the RAMADAN period.

POINT OF DEPARTURE:

- Procedures and formats in fragmented form, no structured or framework available.
- For most of the departments, there were no policies and procedures written
- There was no formal system to measure quality
- Many employees didn't have role clarity

CONSTULTING TEAM:

- A Team of 05 Consultants, with a Project Manager. This includes, 03 English & 02 Arabic Consultants

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POINT OF ARRIVAL:

- Trained 10 batches (each batch comprising of 25 participants) on Awareness on QMS with respect to the Standard
- Trainer 04 batches (each batch comprising of 20 participants) on Document Preparation & Records Management with respect to the standard
- Established a team of core members (team of 08) who will be engaged during Implementation of Quality Management System
- Documentation Phase is in Progress (while we prepare this document)