



World Standards Day 2019

“Effective (implementation of) Quality Management Systems in Myanmar”



Dr. Tin Latt

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Speaker's Brief Profile

Dr. Tin Latt (Trainer/Writer/Auditor in Various International Management Systems)

B.Com, CPA, FCCA, CGMA, FCMA, MBA, CIA, IRCA, ISCA, DBA, DQMA

Alumni Oxford Brookes University (UK)

- Dr Tin Latt, a Lead Assessor and Trainer in the field of Quality and Environment Management Standards recognized by International Register of Certificated Auditors (IRCA-UK) with more than 20 years of professional experience.
- He gained his experiences in working with Union Parliament (2011-2015) in the process of drafting the Nation's Laws, working with Guardian Independent Certification (GIC Myanmar) Ltd as a process auditor in implementation of Various International Management Standards.
- He has successfully finished a research project in quality management of health care sector and has written many articles in quality management and international management standards.
- He is participating as Technical Committee member in drafting various Myanmar Standards including Environmental Standards in Myanmar.
- Dr Tin Latt has actively been participating as an advisory role to Quality Management Centre of Federation of Myanmar Engineering Society since 2016.



Most Popular Int'l standards worldwide that manage quality (ISO Survey, 2018)



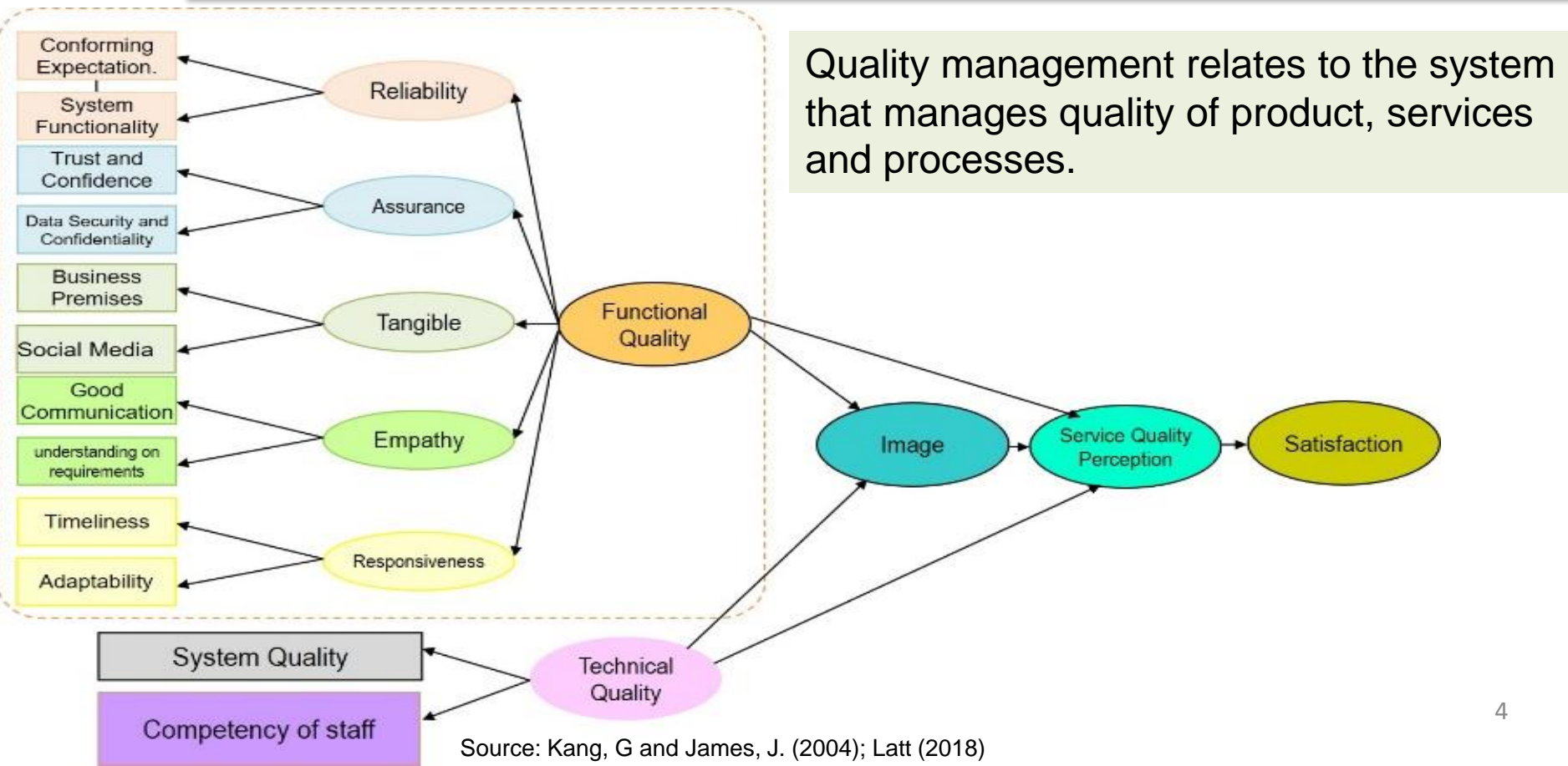
ISO 9001:2015	Quality management systems
ISO 14001:2015	Environmental management systems
ISO 39001:2012	Road traffic safety management systems
ISO 37001:2016	Anti-bribery management systems
ISO 28000:2007	Security management systems for the supply chain
ISO 20000-1:2018	IT Service management Systems
ISO 22301:2012	Business continuity management systems
ISO 50001:2018	Energy management systems
ISO 13485:2016	Medical devices: Quality management systems
ISO 45001:2018	Occupational health and safety management systems
ISO 22000:2018	Food safety management systems
ISO 27001:2013	Information security management systems
ISO 15189:2012*	Medical laboratories — Requirements for quality and competence
ISO 17025:2017*	General Req. for testing and calibration laboratories
ISO 21001:2018	Management systems for educational organizations

* - Accreditation Standards

Dimension of Quality that contributes customer satisfaction

In modern business world quality management refers to the TQM which is based on the ideal unifying philosophy that could unite the whole business behind customer focused improvement involving functions related to quality assurance, quality planning and quality control.

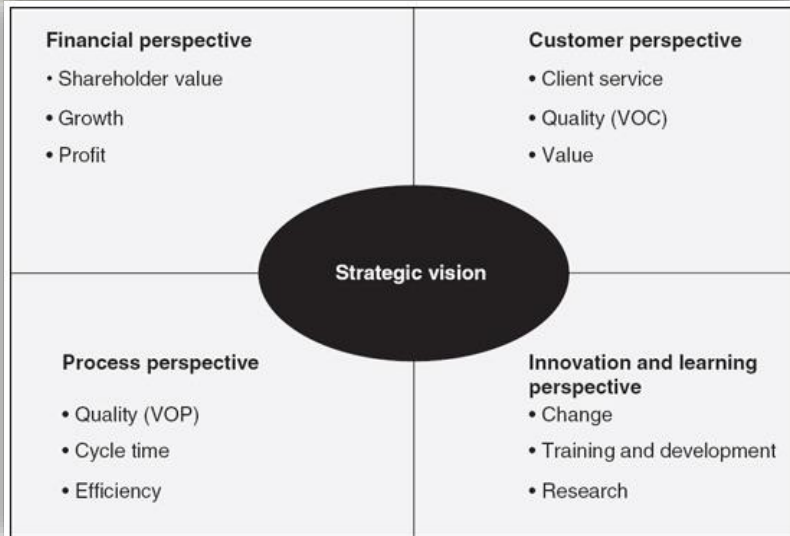
(Latt, 2018; Slack, 2015)





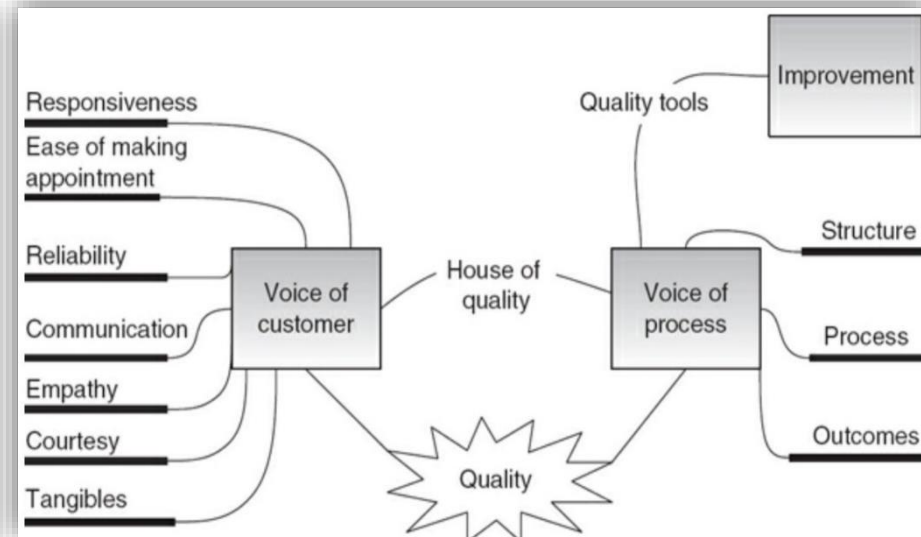
Quality Concepts into Quality Standards

Strategic Vision Model



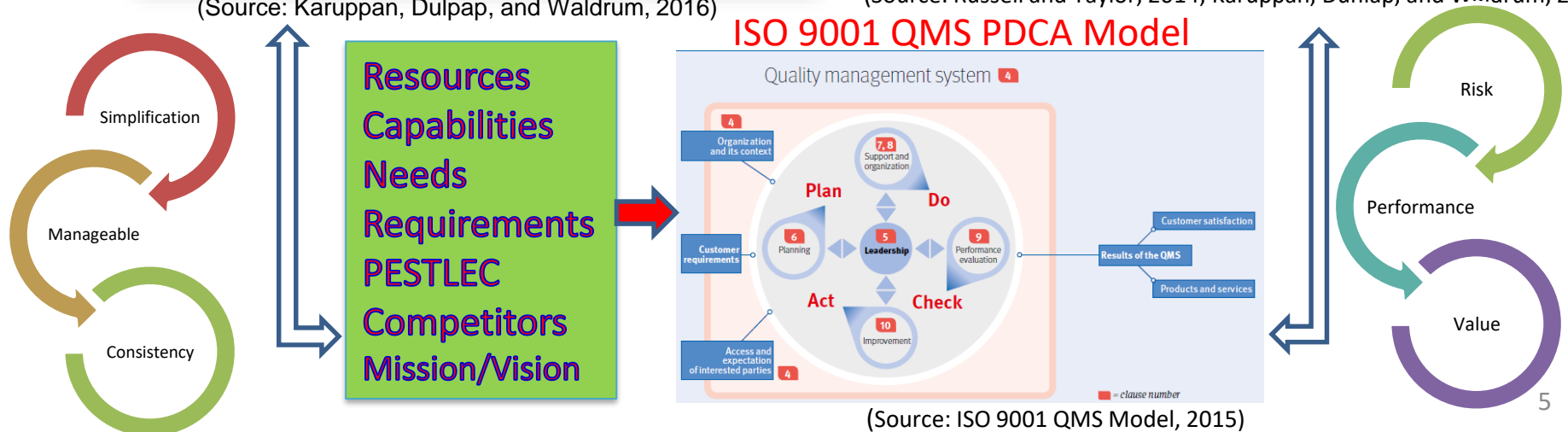
(Source: Karuppan, Dulpap, and Waldrum, 2016)

House of Quality Model



(Source: Russell and Taylor, 2014; Karuppan, Dunlap, and Waldrum, 2016,)

ISO 9001 QMS PDCA Model



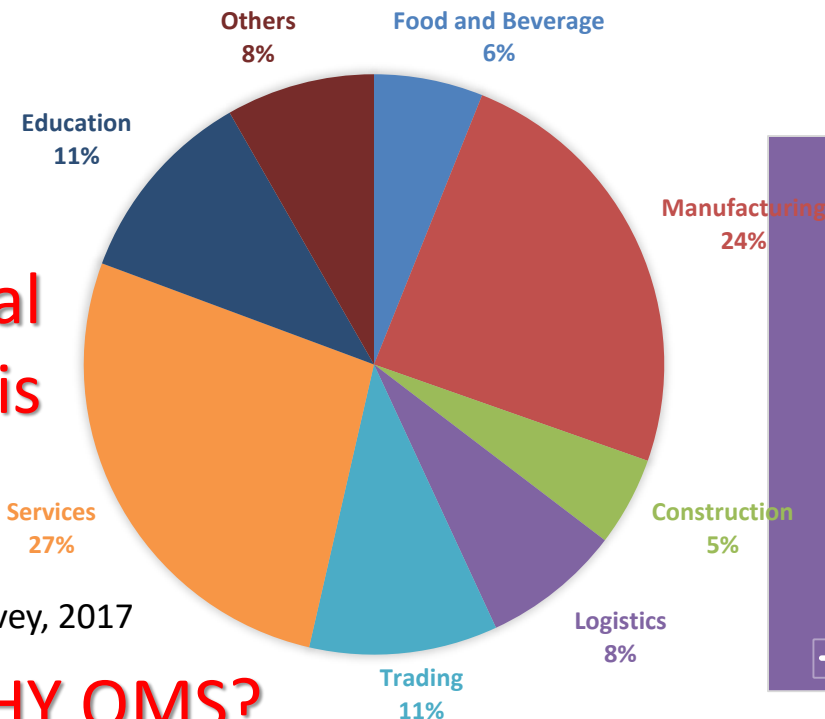
(Source: ISO 9001 QMS Model, 2015)



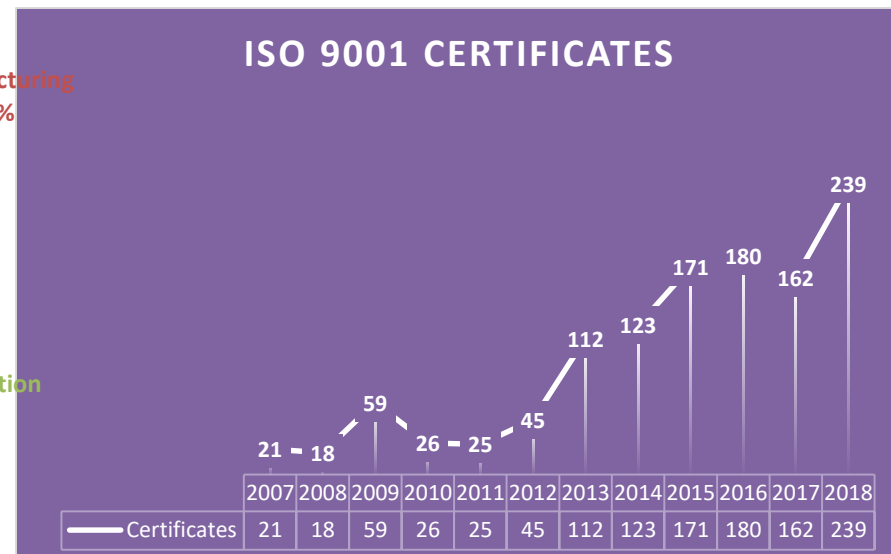
Implementation QMS in Myanmar



Sectoral Analysis



Trend of QMS Certifications



Source: ISO Survey, 2017

Source: ISO Survey 2018

WHY QMS?



Source: GIC (Myanmar) Survey, 2017

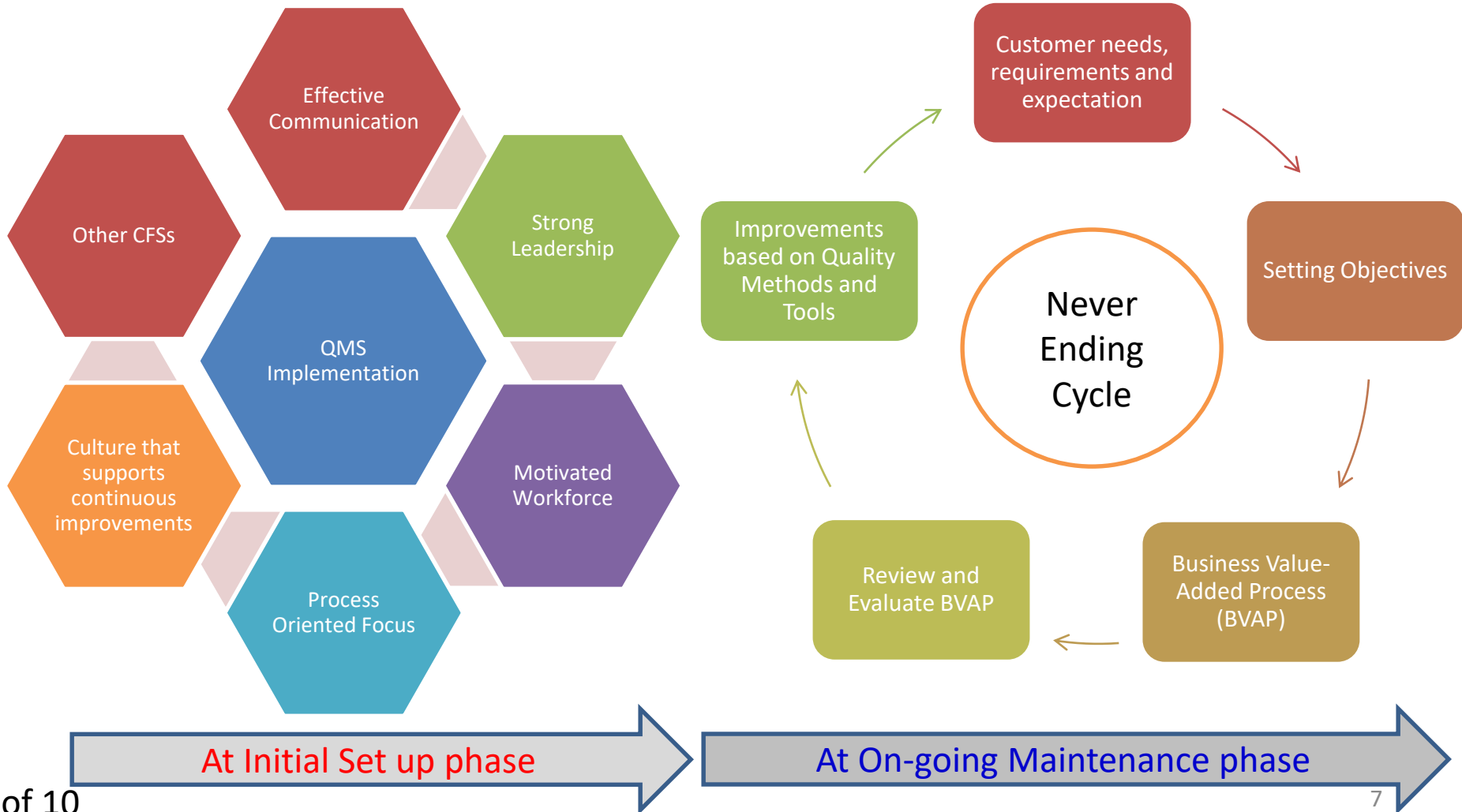
Types of QMS applied in Myanmar

QMS Type	2017	2018
ISO 9001	180	239
ISO 14001	15	21
ISO 27001	1	3
ISO 22000	7	7
ISO 13485	3	6
ISO 50001		1
ISO 22301		4
ISO 15189*	1	2
ISO 17025*	2	5

Source: ISO Survey, 2017; * unpublished



How to be effective!





Becoming a world class organization

Exceeds customers' expectation

Strong leadership with clear objectives, shared vision and values

Effective strategic planning

Trained, talented, motivated, committed and stable workforce

Measures performance systematically with a robust system



How QMC (FMES) contributes toward QMS Journey in Myanmar



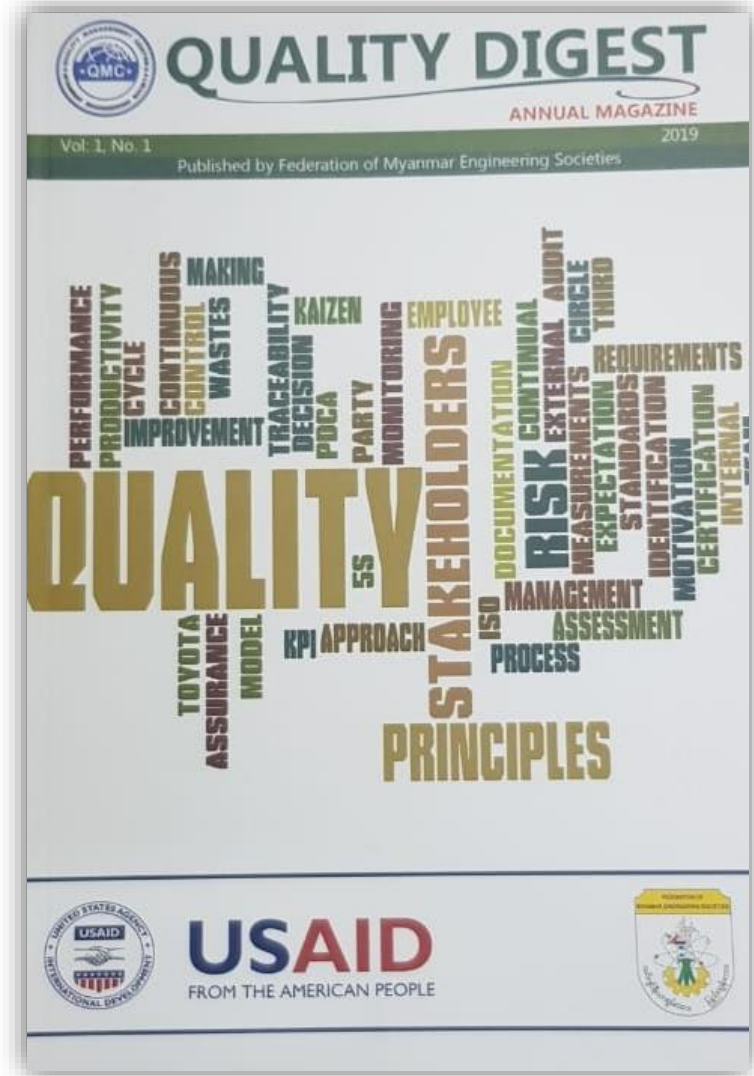
Established QMC in 2016 with funds Supported by the USAID.

Trained Myanmar Engineers and Managers to be QMS Experts

Published the first Annual Quality Digest Magazine in Myanmar

Provides forum, seminar and Training in QMSs

Consults local companies for implementing QMSs





References & Bibliography

1. www.iso.org

2. www.irca.org

3. <https://www.quality.org/>

4. Rocha-Lona, L., Garza-Reyes, J., and Kumar, V. (2013) '*Building Quality Management Systems: Selecting the Right Methods and Tools*', NY, CRC Press.
5. GIC (2017), 'Survey Report on Implementation of QMS in Myanmar' unpublished
6. Latt, T (2018), 'Standardized Management Systems', *FMES-QMC: Quality Digest* Vol 1 No.1, pp32-42
7. Latt, T (2018), 'The Service quality and customer satisfaction', *FMES-QMC: Quality Digest* Vol 1 No. 1, pp 43-45
8. Kang, G and James, J. (2004) 'Service quality dimensions: an examination of Grönroos's service quality model', *Managing Service Quality: An International Journal*, Vol. 14 Issue: 4, pp.266-277,
9. Karuppan, C., Dulpap, N. and Waldrum, M. (2016) *OPERATIONS MANAGEMENT IN HEALTHCARE STRATEGY AND PRACTICE*, New York, Springer Publishing Company LLC.

THANK YOU FOR YOUR ATTENTION!