



MP 13-02

IMPROVEMENT

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1. Purpose/Scope



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This procedure communicates the identification, development and implementation of strategic and operational initiatives to achieve NiNAS vision and objectives.

2. References/Definitions

ISO/IEC 17011:2017 *Conformity assessment - Requirements for accreditation bodies accrediting conformity assessment bodies*

QM 1.0 NiNAS Quality Manual

NiNAS Quality Policy Statement

3.0 General

3.1 Responsibility

DG/CEO - shall be responsible for communicating to the organization and maintaining the effectiveness of continuous improvement process in NiNAS.

Quality Manager - shall be responsible for preparing, enforcing and maintaining this procedure.

All Functional Departments and Units - are responsible for understanding and complying with the continuous improvement methods as stated in this procedure.

3.2 Procedure

It is the policy of NiNAS to identify opportunities for improvement of its accreditation process. NiNAS will also identify risks to its accreditation activities and take appropriate actions. The DG/CEO, Quality Manager and other functional personnel continually improve the effectiveness of the NiNAS quality management system through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions and management review.

Specific NiNAS quality objectives are defined and refined as necessary to establish measurements for which data is collected, analysed and action taken, as warranted, to allow continuous improvement to occur. The functional departments and units assigned responsibility for the quality objective measure shall use this process to achieve improvement.



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Audit results, quality objective measures, analysis of data, and corrective and preventive actions information is reviewed as per the Management Review.

Issues requiring immediate action are assigned corrective action as per the necessary procedure using a Corrective Action Request or Client Corrective Action Request form.

All personnel within NiNAS shall apply continuous improvement methods including histograms, frequency distribution charts, statistical process control and other means to analyse and improve business performance as a normal way of doing business.

All personnel within NiNAS shall be trained in accordance with this procedure on the various strategies and tools of continual improvement such as the Plan-Do-Check-Act cycle, problem solving, process re-engineering, and process innovation.

Normal continuous improvement projects are documented using various means such as:

- Annual budgets/plans;
- Management Review reports;
- Customer concerns/complaints and feedback;
- Corrective action requests;
- Continuous improvement requests;
- Inputs from employees, suppliers and other interested parties;
- Market research and analysis; and
- Other types of documented memos/emails/letters etc.

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3.3 Overview of Continual Improvement Steps

3.3.1 A process-focused approach is used to achieve continuous, measurable improvement in an organization. Process-focused means that the primary focus should be on the process rather than the product.

3.3.2 NiNAS shall:

- Identify the processes needed for the quality management systems and their application throughout the organization;
- Determine the criteria and methods needed to ensure that both the operation and control of these processes are effective;



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- Ensure the availability of resources and information necessary to support the operation and monitoring of these processes;
 - Monitor, measure and analyse these processes; and
 - Implement actions necessary to achieve planned results and continual improvement of these processes.

3.4 Using the Plan-Do-Check-Act Cycle

Plan Stage: improvements can and should be identified. Before we take action, we must plan what to do, why and how

Do Stage: Improvements are tested. Implement the improvement effort you have planned.

Check Stage: Improvements are checked for effectiveness; Analyse the data collected. Study the results to see if the process was improved. This is where you get a chance to see if you met your target, and to understand why or why not and

Act Stage: Action is taken. Now is the time to take action based upon what you found out in the study stage

3.5 Measuring Continual Improvement Process Effectiveness

The effectiveness of the continual improvement process is often determined by looking for evidence that the organization has ensured that improvement objectives are consistent with the overall goal of enhancing customer satisfaction and increasing the level of QMS performance.



4.0 Forms

Table 13-1 Forms in use with Procedure 13	
Form Number	Title



NIGERIA NATIONAL ACCREDITATION SYSTEM

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5.0 Document History

Modification No/Date	Proposed by	Page No.	Summary of Modification
01/04/2023	Quality Manager	All	Reviewed to reflect the findings identified during the 2023 internal audit