

BUSINESS: NON-INSTRUCTIONAL SERVICES

QUALITY MANAGEMENT SYSTEM

I. PURPOSE

TO ESTABLISH A QUALITY MANAGEMENT SYSTEM IN ACCORDANCE WITH THE INTERNATIONAL ORGANIZATION FOR STANDARDIZATION (ISO) STANDARDS TO STRENGTHEN THE BALTIMORE COUNTY PUBLIC SCHOOLS' (BCPS) COMMITMENT TO PROVIDING QUALITY PRODUCTS AND SERVICES THAT MEET THE NEEDS OF THE SCHOOLS AND THEIR PRINCIPALS.

II. DEFINITIONS

- A. *QUALITY MANAGEMENT SYSTEM* - WHAT THE ORGANIZATION DOES TO MANAGE ITS PROCESSES, OR ACTIVITIES, SO THAT ITS PRODUCTS AND SERVICES MEET THE OBJECTIVES IT HAS SET FOR ITSELF, SUCH AS: MEETING THE CUSTOMER'S QUALITY REQUIREMENTS, COMPLYING WITH APPLICABLE REGULATIONS, ENHANCING CUSTOMER SATISFACTION, AND CONTINUAL IMPROVEMENT OF ITS PERFORMANCE IN PURSUIT OF THESE OBJECTIVES.
- B. *QUALITY MANAGEMENT SYSTEM MANUAL* – A DOCUMENT DESCRIBING THE BCPS QUALITY MANAGEMENT SYSTEM.
- C. *INTERNATIONAL ORGANIZATION FOR STANDARDIZATION (ISO) STANDARDS* – ISO 9001:2008 CONTAINS THE GENERIC SET OF REQUIREMENTS NECESSARY FOR IMPLEMENTING A QUALITY MANAGEMENT SYSTEM THAT CAN BE CERTIFIED BY AN INDEPENDENT REGISTRAR AS CONFORMING TO THE SPECIFIED ISO STANDARDS.

III. IMPLEMENTATION

- A. THE QUALITY MANAGEMENT SYSTEM WILL BE DEVELOPED AND MAINTAINED TO INCLUDE PROCESS DOCUMENTATION CONSISTENT WITH THE ISO STANDARDS AND NECESSARY FOR DEMONSTRATING COMPLIANCE WITH ALL APPLICABLE CERTIFICATION REQUIREMENTS AS DETERMINED BY AN INDEPENDENT ACCREDITED REGISTRAR.

- B. THE QUALITY MANAGEMENT SYSTEM SHALL BE IMPLEMENTED IN ACCORDANCE WITH ISO STANDARDS BY:
 - 1. ESTABLISHING A QUALITY MANAGEMENT SYSTEM MANUAL;
 - 2. CONTROLLING REQUIRED DOCUMENTS;
 - 3. ESTABLISHING RECORDS TO PROVIDE EVIDENCE OF CONFORMITY TO REQUIREMENTS AND THE EFFECTIVE OPERATION OF THE SYSTEM;
 - 4. COMMUNICATING THE IMPORTANCE OF MEETING CUSTOMER AS WELL AS STATUTORY AND REGULATORY REQUIREMENTS;
 - 5. ESTABLISHING A QUALITY POLICY STATEMENT;
 - 6. ENSURING THAT QUALITY OBJECTIVES ARE ESTABLISHED;
 - 7. CONDUCTING MANAGEMENT REVIEWS; AND
 - 8. ENSURING THE AVAILABILITY OF RESOURCES.

IV. RESPONSIBILITIES

- A. THE SUPERINTENDENT SHALL APPOINT A MANAGEMENT REPRESENTATIVE WITH THE RESPONSIBILITY AND AUTHORITY TO ENSURE THE PROCESSES AND ACTIVITIES NEEDED FOR THE QUALITY MANAGEMENT SYSTEM ARE ESTABLISHED, IMPLEMENTED, AND MAINTAINED.
- B. ALL EMPLOYEES WHO WORK IN DEPARTMENTS AND OFFICES WITHIN THE DEFINED SCOPE OF THE QUALITY MANAGEMENT SYSTEM ARE RESPONSIBLE FOR DEMONSTRATING THAT ALL WORK IS PERFORMED IN ACCORDANCE WITH THE STANDARDS ESTABLISHED IN THE *QUALITY MANAGEMENT SYSTEM MANUAL* AND OTHER PROCESS DOCUMENTATION APPLICABLE TO THEIR POSITION.

RULE
APPROVED: _____

SUPERINTENDENT OF SCHOOLS