

## Why Quality Systems

Quality Systems need not be, as is often feared, paperwork jungles or inflexible bureaucracies. In essence, a Quality System is a written summary of how normal "Good Management Practice" is carried out in an organisation. If applied properly, the Quality System, at the time of development, will identify and correct any problems in the existing system, and ensure that those procedures finally adopted provide the maximum chance of preventing or detecting errors.

Quality Systems also provide a close overlap with Total Quality Management: the means to ensure that improvements are made permanent, to prevent "back-sliding". If all personnel are familiar with the use of effective procedures for all significant activities, then when changes occur as a result of an improvement project, the procedures can be simply modified and re-implemented. This makes the improvement a permanent feature of the system.