P-Glossary

Quality Management System (QMS)

A quality management system (QMS) is the part of the overall management system that ensures that you can meet or exceed customer expectations for quality in products and services. A QMS includes the development of a formalized quality policy, as well as a planning phase outlining the structures, responsibilities, and procedures for quality within an organization. It also includes the verification of those procedures and a focus on continual improvement of the system.

A QMS allows the organization to take control of the quality of its products and services. It allows putting a plan in place for consistency, allowing an organization to determine when corrective actions are needed. QMS are quality and productivity tools, and therefore benefit the whole organization. Benefits can also extend to the supply chain if applied throughout, improving product quality and the relationships between suppliers, clients, and end customers.

See also: ISO9000