

Implementing a Quality System (Service (Cleaning) Company– FR)

Major Problem

No standards, no proof trail, repeated deviations, and a critical customer audit approaching in 90 days.
The organisation needed a **minimum viable quality system**—fast.

M1 → M6 Phasing

M1 – Diagnostic

- Flash audit using 6M logic + 12 interviews.
- 37 deviations identified (11 major).
- No “say–do–record” loop in place.

M2 – Action Plan

- Prioritisation via risk/impact matrix.
- 12-week Gantt aligned to audit date.
- Construction of a minimum viable MMQ kit.

M3 – Execution & Securing

- 1-page standards for 9 key processes.
- Proof system set up (photos, timestamps, shared folders).
- Weekly 30’ Quality routine launched.

M4 – Pre-Hoshin Review

- Full audit simulation.
- Remaining 12 minor points corrected.

M5 – Post-Hoshin Consolidation

- Documentation rewritten for clarity & durability.
- Quality KPIs integrated into the site-wide dashboard.

M6 – 6-Month Review

- Zero major deviations.
 - System running independently.
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Intermediate Problems & Resolutions

1. Deviations Not Reported

- Simplified deviation form (<1 min).
- Flash training for 32 operators.

2. Missing Evidence

- QR-coded proof folders.
- Audit readiness: evidence found in <10 seconds.

3. Overly Heavy Quality Meetings

- Replaced with visual 15’ routines.
 - Participation doubled within 6 weeks.
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Results

- **Audit passed with zero major non-conformities**
 - Major deviations reduced: **11 → 0**
 - Standardised practices → **33% fewer operator errors**
 - Living, maintained documentation
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Conclusion

Quality became **practical**, not theoretical.

The organisation regained control, credibility, and a rhythm that can withstand audits and turnover.