

# ISO 9001

Supporting PHMSA's  
vision for the future



 PHMSA



**PHMSA Office of Hazardous Materials Safety (OHMS) Data Operations is adopting the principles of the international standard for Quality Management Systems - ISO 9001 to improve performance and stakeholder satisfaction for Hazmat reporting.**

Over one million certificates for ISO 9001 have now been issued globally, proving that the standard remains in high demand. Certified organizations feel the standard allows them to attract and better meet the needs of its stakeholders. With a certified system in place they can save time, money and resources while optimizing their operational performance with fewer errors. The standard also helps them to set up efficient internal processes that motivate staff and deliver high quality products.

# WHAT IS ISO 9001?

ISO 9001:2015 describes the criteria for a Quality Management System (QMS) to give your organization the quality systems that will provide the foundation to better customer satisfaction, staff motivation and continual improvement.

## ISO 9001 PROVIDES

DIRECTION	CONSISTENCY	EFFICIENCY
Establish quality policy Set goals and objectives Establish procedures and methods	Steadfast adherence to the same principles, procedures, forms, etc. Agreement, harmony, and compatibility	Ability to accomplish a job with minimum expenditure of time and effort while maximizing the quality of the work product

## STRUCTURE OF ISO 9001 STANDARD

The elements of the ISO 9001 standard are structured in accordance with the Plan - Do - Check - Act cycle to help to focus processes and objectives toward desired improvement.



# WHAT IS A QUALITY MANAGEMENT SYSTEM?

A QMS is a collection of business processes focused on achieving quality policies and quality objectives that meet customer requirements.

**PHMSA IS ONE OF THE FEW GOVERNMENT AGENCIES VOLUNTARILY IMPLEMENTING A QUALITY MANAGEMENT SYSTEM**

A QMS includes the organizational structure, policies, procedures, processes, and resources needed to implement a quality system. Each tier of the QMS Pyramid is supported by and inclusive of the tier below.

## QUALITY MANAGEMENT SYSTEM (QMS) PYRAMID



The Quality Manual (Tier 1) provides the overall policy, which is supported by the Standard Operating Procedures (SOPs) and process maps in Tier 2. The work instructions, forms, and templates in Tier 3 provide additional depth to the Tier 2 elements. Finally, the components of Tier 4 document that the processes contained in Tiers 3, 2, and 1 are being followed.

# OHMS DATA OPERATIONS QMS: *INNOVATION IN MOTION*

PHMSA OHMS Data Operations is implementing an ISO compliant Quality Management System to improve data quality and stakeholder satisfaction, and ultimately improve business performance.

## ACHIEVING ISO 9001 CERTIFICATION



QMS implementation initiated with a gap analysis to analyze current processes and identify existing gaps and areas of improvement. The results of the gap analysis are shown below.



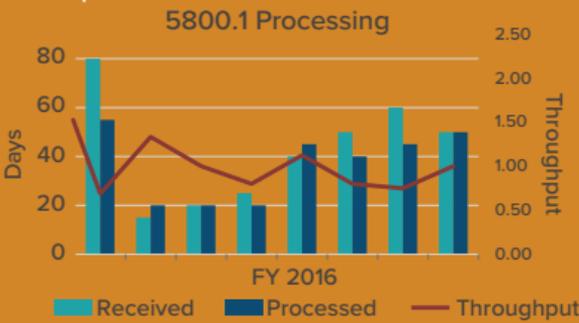
# WHAT GETS MEASURED GETS MANAGED

Data Operations has established quality objectives and associated key performance indicators to track progress towards desired performance and report to management. A **sample** QMS Management Dashboard is shown below.

## QMS DASHBOARD

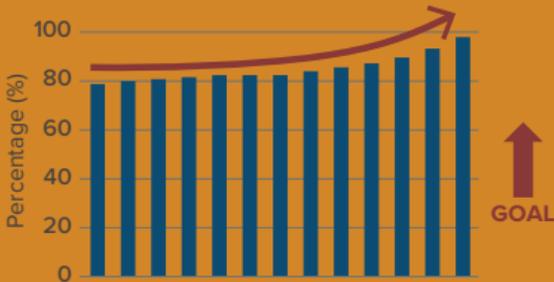
### TIMELY DATA

Improve process time of 5800.1's



### DATA QUALITY

Ensure completeness of 5800.1's received



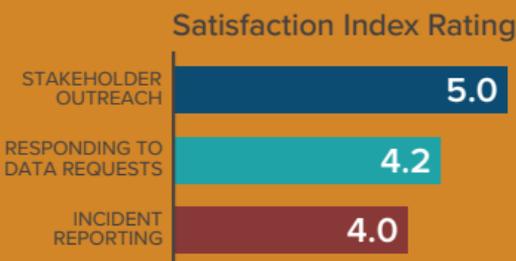
### PERSONNEL MANAGEMENT

Maximize resources



### STAKEHOLDER SATISFACTION

Improve stakeholder satisfaction



# QMS SUPPORTING PHMSA'S 2021 SAFETY GOALS

PHMSA strives to be forward-looking, proactive, innovative, and data driven based on the core principles of **Safety, Trust, and Innovation**. The ongoing ISO 9001 continuous improvement efforts implemented for OHMS Data Operations support PHMSA's 2021 safety goals.



## PROMOTE CONTINUOUS IMPROVEMENT IN SAFETY PERFORMANCE

Continuous improvement is an overarching goal of ISO 9001. The standard provides a systemic approach to improving desired performance.



## BUILD STAKEHOLDER AND PUBLIC TRUST

Management and external stakeholders are reassured by the direction, consistency, and efficiency that a QMS provides. Quality goals and objectives, such as stakeholder satisfaction, are regularly measured.



## INVEST IN SAFETY INNOVATION TO BECOME MORE PROACTIVE AND FORWARD-LOOKING

Goal-setting, quality metrics, management reviews, and audits encourage a focus on new opportunities for improvement.



## CULTIVATE ORGANIZATIONAL EXCELLENCE AND SAFETY CULTURE

A QMS is an investment in the success of the organization and staff at all levels. The QMS promotes increased direction and involvement from top management, along with feedback mechanisms for staff and a renewed focus on quality, efficiency, and process ownership.



## PURSUE OPERATIONAL EXCELLENCE

Well defined and documented procedures improve consistency and dependability of the output.

## CONTACT

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OHMS Data Operations Coordinator  
[yolanda.braxton@dot.gov](mailto:yolanda.braxton@dot.gov)

DATA OPERATIONS **QMS**  
*Developed with Assistance from*



U.S. Department of Transportation  
**Pipeline and Hazardous Materials  
Safety Administration**

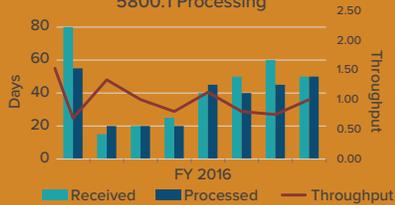
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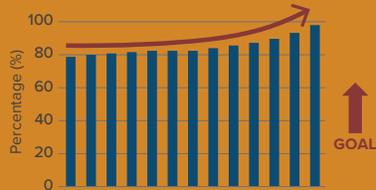
### TIMELY DATA

Improve process time of 5800.1's  
5800.1 Processing



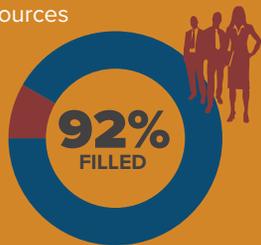
### DATA QUALITY

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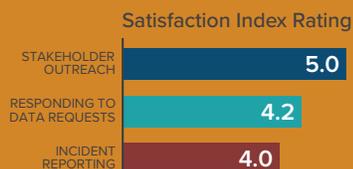
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