

Quality Assurance

Quality Management System Approach

Our approach to our quality management system is based on the Plan, Do, Check, Act cycle (PDCA). The basis of our business beliefs is represented in three pillars:

Customer Focus

Our customers are the reason we exist. We aim to meet or exceed their needs and expectations to make them successful. We will even try to anticipate their needs and introduce solutions they've not seen before in the spirit of true partnership. Our success depends upon our customers' success.

Process Approach

To deliver on our commitment to total customer focus we constantly work on our internal processes to maximize their effectiveness and efficiency. We recognize that it takes countless individual activities to deliver our products and services and that the process approach ties them all together. Our business is a process that transforms several inputs (customer requirements, resources, skilled employees, etc.) into an output that meets our customer's needs. Within our business are several key processes that make it all work. Our processes are dependent upon one another and individually need continual attention and improvement. We are constantly challenging ourselves to refine and change how we do things to reduce the time it takes to get something done with the least errors. When errors do occur, we use them as opportunities to learn and improve. We are never satisfied with how things are working now and strive to raise our game every day.



Risk-based Thinking

Looking ahead to anticipate what could happen is the reason we employ risk-based thinking throughout our organization. At several points in our process we purposely stop and ask two probing questions:

"What could go wrong?"

"Is there a way to improve?"

This perspective of constantly watching for risks and opportunities leads us to action which we carefully manage to ensure timely implementation and effective results. This gives us an attitude of being proactive to take advantage of every opportunity to improve.

TQI's philosophy on quality assurance is customer focused and best summarized in our Quality Policy below.

Quality Policy TQI Solutions, Inc.

"TQI, solutions, Inc. strives to exceed our customer's requirements and expectations by providing results-oriented services and solutions to make their missions successful. We are committed to providing the highest quality products, integrity of services and satisfying all applicable requirements at competitive prices. This is accomplished through continual improvement of our internal processes, controls, our quality management system, and to the standards of ISO 9001."