

Is Good, Good Enough for You?

Taking the Next Step After Achieving Conformance to ISO 9001:2015

- Is your organization doing as well as it could?
- How do you know?
- What and how should your organization improve or change?

The Capability Maturity Assessment (CMA) framework is designed to help all organizations improve and get ever-improving results in the continual pursuit of performance excellence.

The CMA is an assessment designed to take any ISO9001 QMS to the next level based on three fundamental dimensions of organizational excellence:

- People** – corporate culture, organizational knowledge and routines
- Process** – formalized workflow, standardized methods, and integrated data
- Performance** – continual improvement, optimization and innovation

- This assessment is fundamentally different from your annual conformance-based certification audit. It assumes you already have the fundamentals of ISO in place.
- The CMA process is not something extra—it is a systems approach to managing your organization that is integrated into what you already do or should do.
- You do not need to 'be ready' for a CMA assessment in order to use the CMA Framework and its criteria to improve your organization, no matter your size, sector, or maturity level.

4 STEP PROCESS

1. Book your CMA assessment

2. Complete CMA checklist with the assessor

3. Review report and recommendations with the assessor

4. Implement recommendations

PROBLEM ISO management system standards are a great foundation on which world-class organizations are built. But what happens when compliance to the minimum standard isn't enough anymore?

SOLUTION Take your ISO-based management system to the next level with a Capability Maturity Assessment.

Our proprietary assessment methodology will evaluate each management system process, realization process and support process against the model and best practices and result in a report fully-detailing the maturity scores achieved from 0 – non-existent, to 4 – world-class and recommended actions.

The capability maturity methodology model (below) emphasizes that a mature organization; empowers people across the organization, reduces process variation and waste in each and every process, and continually drives results in bottom line performance.

CAPABILITY MATURITY MODEL

	Maturity 1	Maturity 2	Maturity 3	Maturity 4
People (culture)	Reactive	Dependent	Independent	Interdependent
Process (methods)	Unplanned Ad Hoc	Planned Repeatable	Implemented Capable	Optimized Efficient
Performance (results)	Below target	Unstable	On Target	Continuously Improved
				