Implementing a Quality Management System for the Canadian Hydrographic Service

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**ABSTRACT**

Implementing a Quality Management System for the Canadian Hydrographic Service (CHS) demanded commitment, direction and a team of motivated, dedicated people with a penchant for thinking in terms of process in order to achieve the goals assigned. That goal was to move from a long-standing philosophy of product-driven, end-of-line quality control to a process-driven, quality assurance model inherent in a “quality organization”. In order to bring about a cultural change, work began in 1999 to design, develop and implement a Quality Management System.

The introduction of an ISO 9001:2000 Quality Management System has allowed CHS to realize the beginnings of that cultural change.

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