

Implementing a Quality Management System for the Canadian Hydrographic Service

Mike JOHNSTON, Canada

Keywords: Quality Management System, ISO 9000, ISO 9001, Continual Improvement, Quality, Excellence, Standards.

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.

CONTACT

Mike Johnston
Canadian Hydrographic Service
Central & Arctic Region
867 Lakeshore Road
PO Box 5050
Burlington, Ontario
CANADA
Tel. + 1 905 336 4833
Fax + 1 905 319 6916
E-mail: johnstonm@dfm-mpo.gc.ca
Website: www.charts.gc.ca