

# SHREYAS QUALITY MANAGEMENT SYSTEM



**4 days Training on:**

## **NABH 5<sup>th</sup> Standard Requirements & Internal Audits**

**Course Duration: Four Days**

**Lead Faculty:**

**Dr. R. R. LAKHE, Director, SQMS , Nagpur**

Registered Sr. Consultant for ISO 9001, Business Process Management, Lean Manufacturing consultant & Lab Management System (NABL) with Quality Council Of India, Govt. of India.

## **SHREYAS QUALITY MANAGEMENT SYSTEMS**

**CDC, GOI/QCI Accredited and IMS Certified Training & Consultancy for**

- TQM - Quality Award, Quality Cost, SQC, Six Sigma, Lean, RCA.
  - ISO 9001, ISO 14001, ISO 45001, ISO 50001, ISO 17025/15189 (NABL Accreditation),  
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## **INTRODUCTION**

National Accreditation Board for Hospitals & Healthcare Providers (NABH) is a constituent board of Quality Council of India, set up to establish and operate accreditation programme for healthcare organisation. The board is structured to cater to much desired needs of the consumers and to set benchmarks for progress of health industry. The board while being supported by all stakeholders including industry, consumers, government, has full functional autonomy in its operation.

## **BENEFITS OF ACCREDITATION**

- Patients are the biggest beneficiary among all the stakeholders.
- Accreditation results in high quality of care and patient safety.
- The patients are serviced by credentialed medical staff.
- Rights of patients are respected and protected. Patient's satisfaction is regularly evaluated.
- Accreditation to a health care organization stimulates continuous improvement.
- It raises community confidence in the services provided by the health care organization as services provided by credentialed medical staff..
- The HCO standards having been certified by ISQua gives an international recognition which will also help to promote medical tourism.
- It improves overall professional development, knowledge and competencies in systematic ways with defined ownership and accountability of all the staff including Medical and Para medical staff. Finally, accreditation provides an objective system of empanelment by insurance and other third parties. Accreditation provides access to reliable and certified information on facilities, infrastructure and level of care.

## **OBJECTIVE OF THE TRAINING:**

- To convey the importance of Hospital accreditation for sustainable industry growth and achieving excellence by enhancing the competitiveness.

- To sensitize the trade and industry about management systems for continual improvement.
- To get acquainted with Hospital accreditation.
- Interpretation of various objective Elements NABH 5<sup>th</sup> standard requirements

## CONTENTS

- Introduction to ISO 15189:2012
- Understanding the Process of NABH.
- Understanding the various standards of the 5<sup>th</sup> Standard such as;
  - i. Access Assessment and continuity of care.
  - ii. Care of patient
  - iii. Management of Medication
  - iv. Patient Rights and Education
  - v. Hospital Infection control
  - vi. Patient Safety and Quality Improvement
  - vii. Responsibility of Management
  - viii. Facility Management and Safety
  - ix. Human Resource Management
  - x. Information Management System

## Internal Audit

- a. Internal audit documentation, methods
- b. Report/NCR writing,
- c. Conduction of mock audit

## METHODOLOGY

- Online interactions
- Individual/ Group Exercises
- Practical Exercises/case studies of Laboratory
- Exam will be conducted on last day
- Successful candidates will be given the certificates.

## CERTIFICATE

- Participants qualifying examination shall be awarded certificate of successful completion of the course.

## WHO SHOULD ATTEND

- The Owners, In charges, HODs of hospitals, Doctors, Nurses, Non-Medical Staff and any science graduates.
- Any other individual interested in knowing the Hospital accreditation.

## REGISTRATION FEES

- The registration fee is of Rs. 15000/- (per participant) (GST18% Extra).

## CONTACT DETAILS

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## ABOUT SQMS

**Shreyas Quality Management Systems** is a management training & consultancy firm focused on organizational performance improvement through the globally accepted tools such as Lean manufacturing, 5S, ISO 9001QMS, ISO14000 EMS,ISO 45001 OSHAS, ISO50001EnMS, TPM, ISO17025/15189 Lab Accreditation NABL, NABH, TQM, quality costs, Lean Six Sigma, Design of Experiments etc.

**\*SQMS was accredited by Consultancy Development Centre, Govt of India, and ISO9001 QMS, ISO14001EMS & ISO 45001 OHSAS certified, MSME registered and is Quality Council of India Registered Lean and Business Process Improvement , Lab Management System(NABL) Consultant. QCI NABET has approved SQMS as the Lab Consultancy Organization. It is the first and only one to be recognized by QCI for consultancy work for NABL accreditation in India.**

It is lead by Dr.Ramesh R Lakhe who has completed his Doctoral Program from NITIE Mumbai and is Registered Sr. Consultant for ISO 9001, Business Process Management & Lab Management System with NRBPT, QCI, New Delhi. SQMS has well qualified, trained and experienced team in diversified areas.

SQMS has been associated with Institution of Engineers (I) Nagpur and has conducted many programmes on professional development. **For last more than 10 years SQMS along with Institution of Engineers (I) Nagpur is organizing All India Seminar ‘Quality Progress’**. This seminar provides platform for researchers, academicians, professionals to interact and present case studies and research. This seminar also conducts the competitions for organizations such as “Quality Circle competition, 5 S & Kaizen Competition, Six Sigma Competition” etc. in which participation from very large number of small, medium, large, Govt, public sector & private organization takes place.

**SQMS has association with many engineering & management Institutes** like Shri Ramedobaba College of Engineering & Management Nagpur, YCCE Nagpur, Rasoni Engineering College, BNCOE Pusad etc. and have signed MOU with them. This has resulted in availability of

expert resources, facilities like library, centres for the training and consultancy projects. Many of the faculty members of the institutes are associated with us in the training & consultancy projects.

**SQMS gives emphasis on learning & development.** It regularly conducts in house trainings for its members on new areas and provides opportunity to them through web as well as classroom learning. This keeps the knowledge level of its members updated.

SQMS also give importance to research & development. **Under the guidance of Dr. Ramesh Lakhe, Director, SQMS, 14 scholars have completed their PhD research on the themes such as Lean Manufacturing, TPM, TQM, Six Sigma, ISO etc. and many more are perusing.** Also there has been significant contribution to the literature through the **publication of 25 books** on Total Quality Management, ISO systems, Six Sigma, QC Tools, SPC etc and more than 200 papers/articles in International and national Journals/Conferences.

**SQMS is committed for social development & is conducting “5 S “training for students of engineering** and motivating them in its implementation so as to improve housekeeping and also contribute towards inculcating culture of Swaccha Bharat amongst the students. SQMS has also helped conduction of Pranayama and meditation programmes for organizations such as Art of Living. AS its CSR activity, SQMS has provided consultancy for development of systems and obtaining ISO9001 certification to organizations such as Central Prison, Nagpur.

SQMS has helped many organizations both from manufacturing and service sectors to analyses and improve their performance through well established systems. It has team members possessing a wide spectrum of professional qualifications, experience and expertise which could effectively and efficiently address improvement issues which are of importance to business / organization. It has provided consultancy to more than 100 organisations both from manufacturing and service sector (Organizations cover small, medium, large scale units from various sectors such as Power, Health care, Software, Logistics, Laboratory, Furniture, etc.) for process, productivity & profit improvement.

The **major clients of SQMS** include NTPC, Adani Thermal Power Station, Indiabulls, Reliance Power, Reliance Industries Ltd., MAHAGENCO, MAHATRASCO, MAHADISCOM, Mahindra & Mahindra, Pix Transmission, Grind-well Norton, Indian Sky Tanking, MECL, NCL, SCCL, SMS Group, PESO, IBM, NEERI, JNARDC, Spacewood, Micropro Software Sol, ICAR, CICR, Tata Steel, NMC, Bilaspur Municipal Corporation, NEERI etc.

The details of SQMS can be obtained on [www.sqmsindia.com](http://www.sqmsindia.com)

### Consultancy Services Offered

- ✓ ISO 9001 : 2015 QMS, ISO 14001:2015 EMS, ISO 45001, ISO 15189, ISO 17025, ISO 50001 ENMS, ISO 27001 ISMS
  - Training and consultancy for certification
  - Maintenance of the system through regular audits

- Documentation of the system
- Internal audit
- Pre-certification audit
- ✓ TQM Training and Implementation consultancy
- ✓ Design of Quality Cost Collection System and Analysis
- ✓ Six Sigma Green Belt Training & Consultancy
- ✓ TPM training and Implementation Consultancy
- ✓ Lean manufacturing tools and techniques Implementation Consultancy
- ✓ Quality Award ( CII Exim, Rajiv Gandhi National Quality Award, Bajaj Quality Award) Preparation
- ✓ Consultancy for Process mapping & improvement
- ✓ Good Manufacturing Practices (GMP)

### Training Programmes Offered

Training programmes will be designed as per the requirements of the organization on various diversified topics pertaining to process improvement which includes the following:

- ✓ ISO 9001 : 2015 QMS,ISO14001:2015 EMS ,ISO17025/15189 NABL ,ISO 27001 ISMS, ISO50001 ENMS,ISO45001:2018OHSAS: Awareness, Documentation, Internal Audit & Lead Auditor Training
- ✓ NABL-Lab Quality Management System
- ✓ Safety, First Aid
- ✓ Green Audit
- ✓ Design of Experiments
- ✓ Quality Costs
- ✓ Total Quality Management
- ✓ Six Sigma
- ✓ Lean Manufacturing tools and techniques
- ✓ ISO/TS Tools like APQP, PPAP, MSA, Control plan,
- ✓ Statistical Process Control
- ✓ Total Productive Maintenance
- ✓ 5 S, Kaizen, Pokayoke
- ✓ Value Engineering

### Auditing

SQMS conducts Green Audit, Safety Audit, Vendor audits, ISO Management system internal audits, 5 S audits for the organisations.

**Organised by-**

**SHREYAS QUALITY MANAGEMENT SYSTEM (SQMS)**

(Consultancy Development Centre, Govt. of India Accredited, and IMS certified Training & Consultancy Organization)

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## We provides following services;

- ✓ Entry level accreditation to Health care organizations
- ✓ We provide full and final accreditation to Healthcare organisation.
- ✓ 4 day training on NABH and internal audits
- ✓ 2 day training program for entry level hospitals.
- ✓ One day training program on clinical audits
- ✓ One day training program on documentation and record keeping
- ✓ One day training program on quality indicator.
- ✓ One day training program on quality improvement,
- ✓ One day training program on safety management.
- ✓ Gap analysis audit and NABH internal audit with complete report.
- ✓ We provide our services for large hospitals, small health care organization, eye care hospitals, Health centers, dental care hospitals, Ayurveda hospital, clinics, blood bank, ayush hospitals, laboratory service, imaging services etc

***"Coming Together is Beginning,***

***Sharing Together is Progress;***

***Working Together is a Success"***

**Let's Work Together For Success.....**