

# ISO 9001 QMS Standard: A Key Building Block for Business Excellence

*Harneek Singh*

The ISO 9001: 2015 QMS standard is a significant step with similarities to the Business Excellence Framework/Models. Benefits are less emphasis on documentation and reinforced approaches: Organizational Context and Stakeholders, Risk Based thinking and Knowledge Management which are key requirements in Business Excellence Framework . The presentations will help participants understand that ISO 9001 2015 QMS helps their companies to achieve and sustain high (or commendable) performance on the Business Excellence Journey. Areas covered will include , What is ISO 9000 2015, Relationship between ISO 9001 2015 and Business Excellence Frameworks and benefits for Organisations on their Business Excellence Journey

## **Short Description “About the Speaker”**

**Harneek Singh** is President, Asia Pacific Quality Organisation. He retired as Vice President & Director, Business Excellence, ST Engineering Ltd in October 2016 where he was responsible for sustaining relevancy of Business Excellence and various Management System Standards within ST Engineering Group, and Chairs the National Quality & Core Processes Technical Committee and Deputy Chairman of the Quality and Safety Standards Committee, Singapore Standard’s Council, He Chairs both Nanyang Institute of Management’s Academic and Examinations Board

Harneek is a Singapore Business Excellence Lead Assessor, a Baldrige trained & Global Performance Excellence Award Examiner. He is also a Technical Expert for APO and a member of Singapore Productivity Association’s management committee, and Chairs, the Public Service (PS21) Panel of Service Excellence Awards Committee, and is an Associate Academician, at the International Academy for Quality. Harneek is first recipient and the inaugural Singapore Business Excellence Initiative " Gold Jacket " in 2015 and was amongst the 50 Sikhs featured in the SG 50 Sikhs and their contributions in Singapore and recognised by the Prime Minister in 2015 as part of the 50 years of independence celebrations.