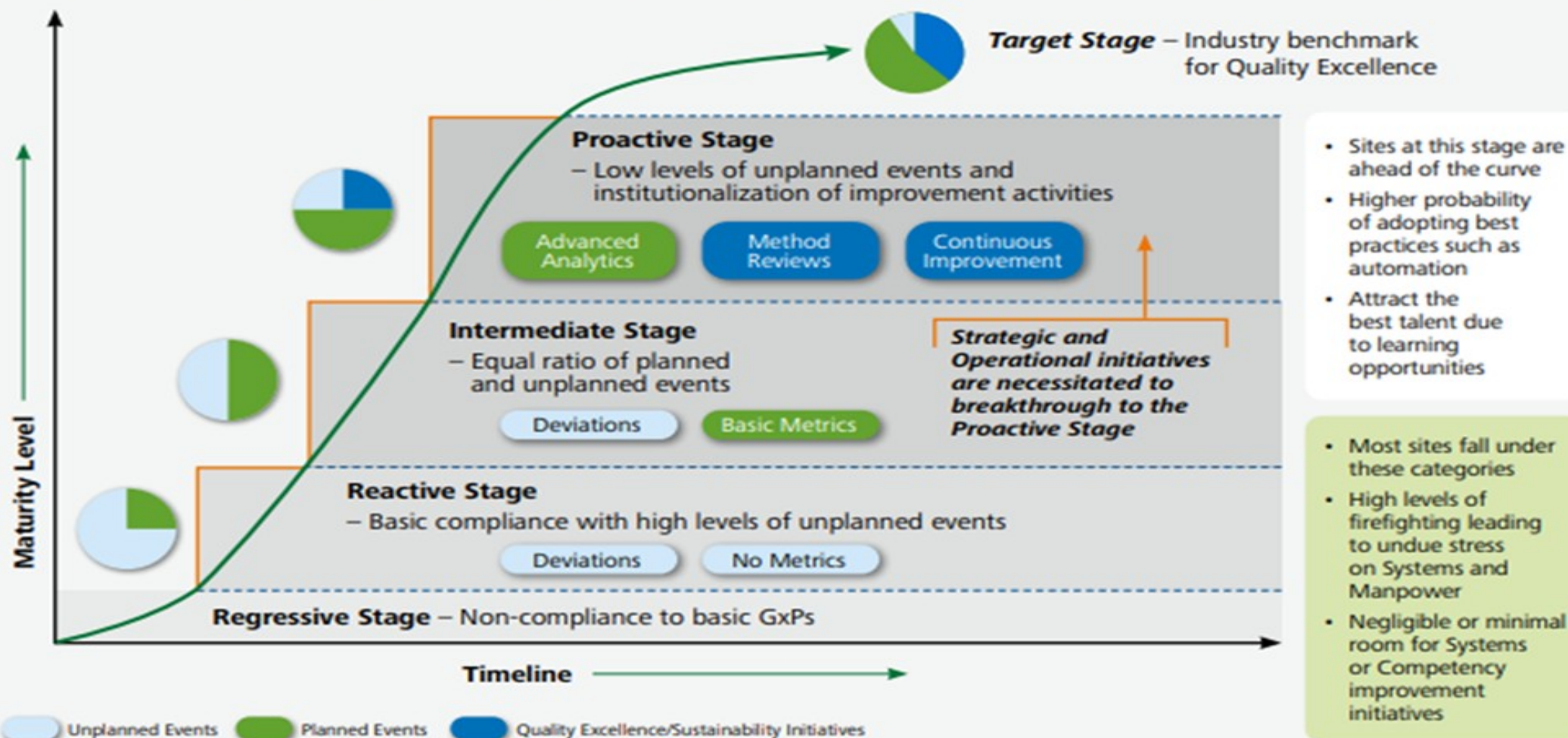


# Quality Management System Way Forward...

8<sup>th</sup> October 2026  
Dr. Sanjay Shetgar

- State of QMS – A collection of several factors - Visible attributes and Invisible attributes
- Where do you think your organization stand on QMS - Benchmark state, Proactive state, Intermediate state, Regressive state
- What do you monitor – Measures and metrics drive behaviour and behaviour drives culture
- How long have you been monitoring the attributes - evaluate what you want to improve

## Quality Management – Maturity Evolution

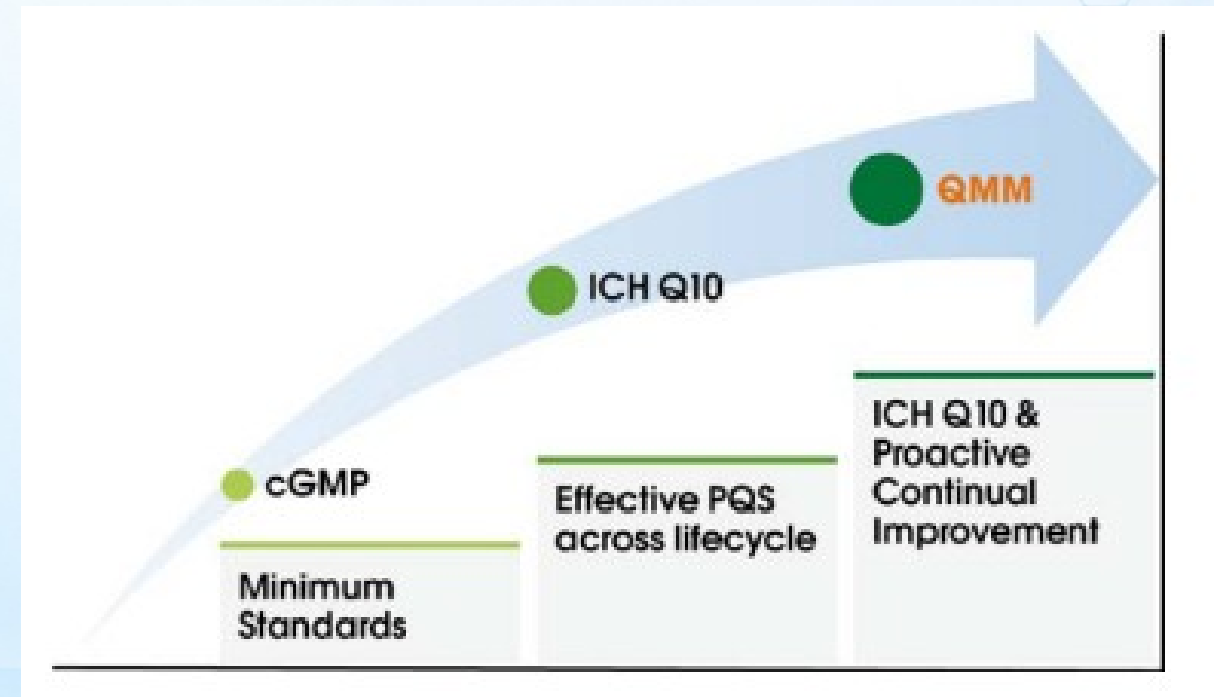


# Quality Management Maturity

QMM refers to the degree to which an organization's quality management system (QMS) is developed, integrated, and optimized across its operations. It reflects how well quality principles, practices, and processes are embedded into the culture, strategy, and daily activities of the organisation.

## Key Dimensions of QMM

-  **1. Governance & Leadership**
-  **2. Processes & Systems**
-  **3. Culture & People**
-  **4. Technology & Tools**
-  **5. Continuous Improvement**



Source: CDER Quality Management Maturity

# QUESTIONS