

Unlocking the Power of AI for Distributors' Quality Management Systems

Leveraging AI to enhance quality management systems for
distributors and aerospace companies

Jim Lee, CEO

simple**QuE**

An Artificial Intelligence (AI) expert is a professional with deep knowledge of artificial intelligence fundamentals, methods, and applications, capable of creating, developing, and deploying intelligent systems. They can specialize in areas like machine learning, deep learning, computer vision, or natural language processing.

NOT ME!

My involvement with AI

- I use multiple AI tools to:
 - Answer questions, obtain help with writing, photography, smart home, social media, GPS, wearables/health apps, cyber apps, etc.
 - Develop products for my company, beyond writing, generate training materials, data analysis, Google Ads, website analysis, etc.
- Assisting the IAQG and the aerospace industry on its transition to Machine-Readable Digital QMS Documents.
 - Writing the 1st IAQG QMS digital standard from the ground up. Developing the template for future digital QMS standards.
 - Digital Standards (a step toward Digital Transformation) development

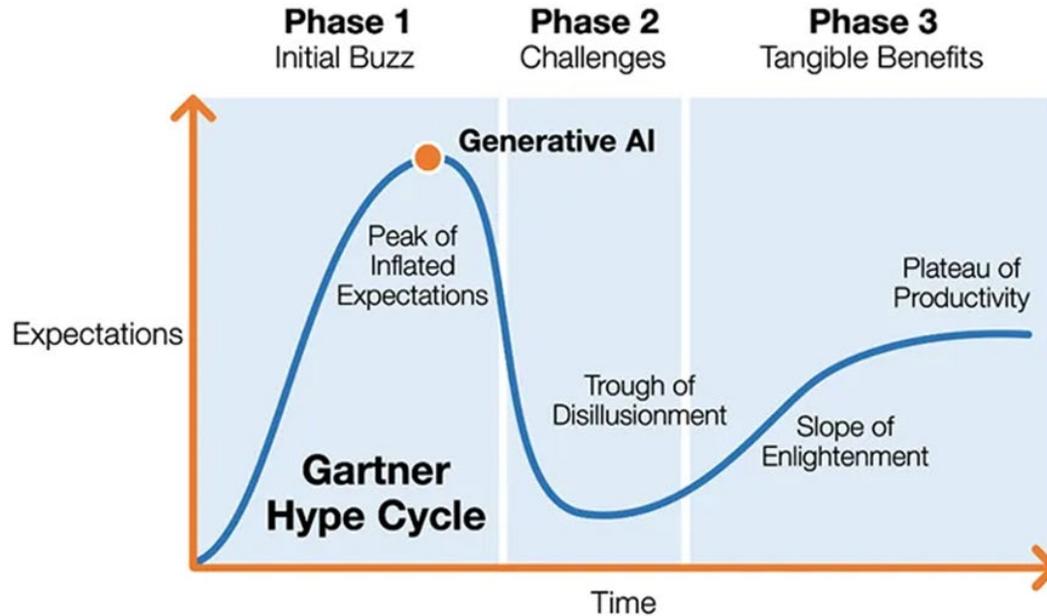


AI Statistics

According to Gartner®, “By 2028, at least 25% of day-to-day decisions will be made through AI, up from zero percent in 2024.”

Gartner, Top Strategic Technology Trends for 2025: Agentic AI

AI Hype Cycle



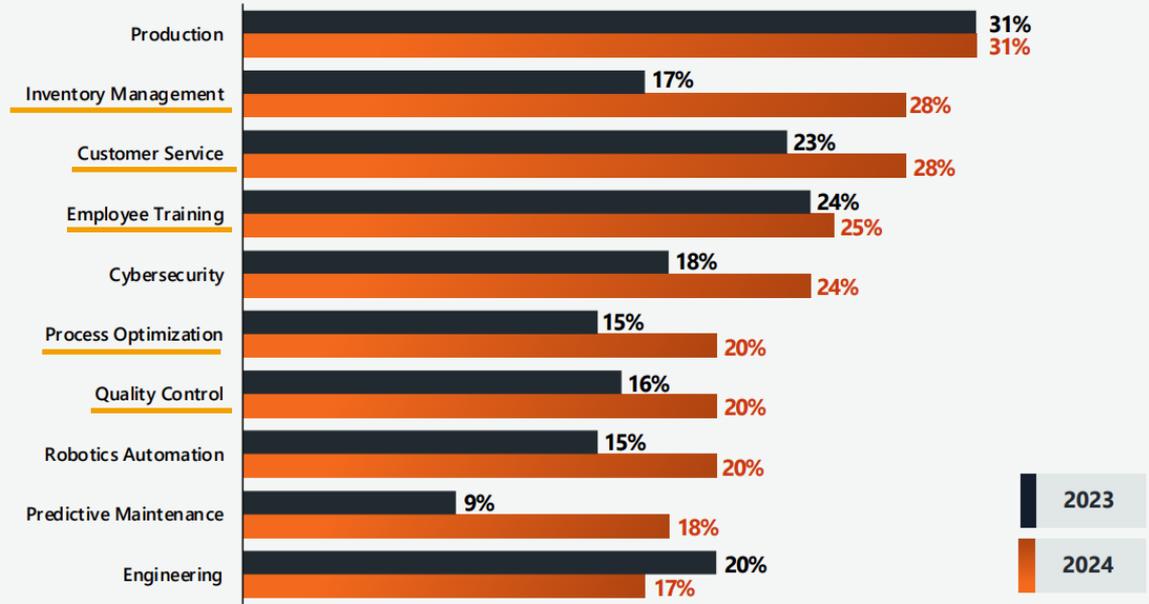
Traditional AI focuses on analyzing data and making predictions, while Generative AI creates new content and data based on patterns learned from existing data.

Who is using AI today?

Over 77% of respondents have now implemented some form of AI, up from 70% in 2023.

- **Production (31%)** remains the top AI application, as it helps drive efficiency, reduce downtime, and optimize resources.
- **Inventory Management** went from 17% in 2023 to 28% in 2024, reflecting the desire for improved visibility and forecasting to meet demand.
- **Customer Service** increased from 23% in 2023 to 28% in 2024, as manufacturers want to deliver fast, personalized, and scalable support to their customers.

For which applications, if any, does your organization currently use AI?

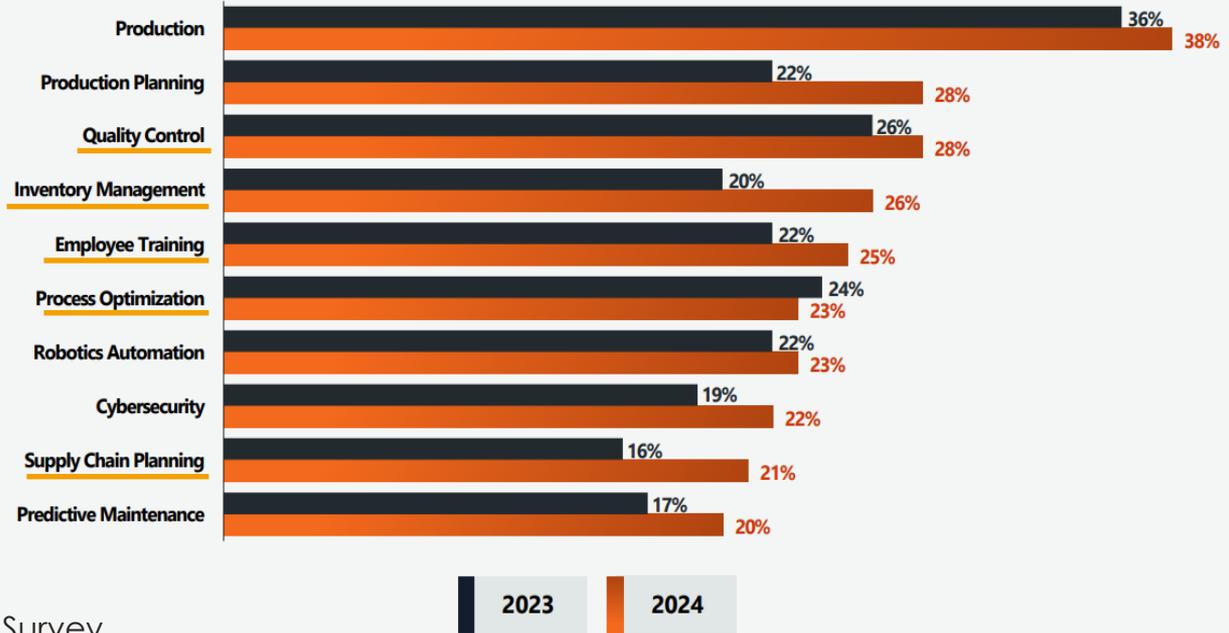


Source: Rootstock – AI in Manufacturing Survey

- Production remains the top focus, inching up from 36% in 2023 to 38% in 2024.
- Significant growth occurred in Production Planning (from 22% in 2023 to 28% in 2024), while Quality Control inched up from 26% to 28%. Both areas are seen as critical, as manufacturers want to reliably fulfill demand and ensure product quality.
- Rising focus on Inventory Management (up from 20% to 26%) and Supply Chain Planning (up from 16% to 21%), demonstrating manufacturers' growing reliance on AI to tackle supply chain challenges.

For which applications will your organization be deploying additional AI?

Top 10 applications

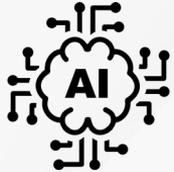


Source: Rootstock – AI in Manufacturing Survey

Airbus' Use of AI in Design



Agenda & Objectives



Improving awareness of AI tools

Learning how AI might help improve your Quality Management System (QMS) compliance, maintenance, and improvement.

Understanding QMS Maturity Levels

Determining how AI tools may help at varying QMS maturity levels. Providing AI options to improve the maturity of your QMS.

Practical Exercises

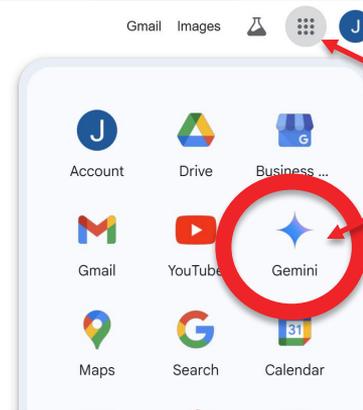
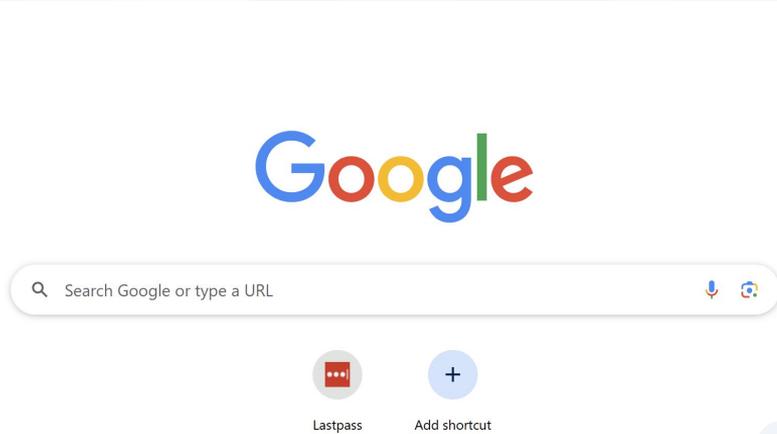
Workshop with real examples on utilizing AI for QMS improvement.

What Free AI Tools Can Be Used?

- Google Bard (Gemini)  Gemini
- Microsoft Copilot (Bing AI)  Copilot
- ChatGPT (OpenAI)  ChatGPT
- Perplexity.ai  perplexity
- Claude.ai (Anthropic)  Claude
- DeepSeek  deepseek

- Has Anyone Used Any of These Tools?
- How Utilized?
- Any Other Tools?

Free AI Tools



Gemini
access in
Google
Chrome

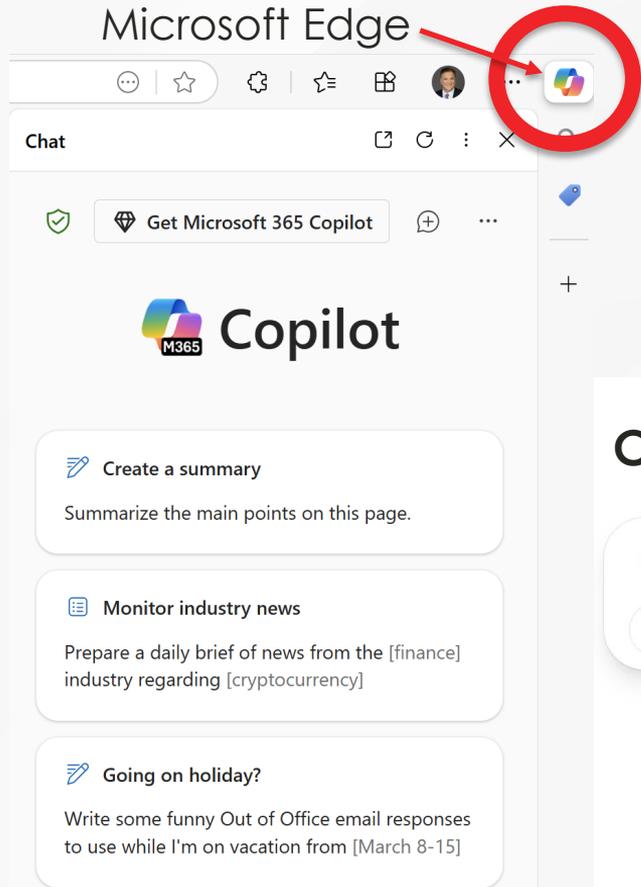
Welcome to **Gemini**, your personal AI assistant ✕

[Google Terms](#) and the [Gemini Apps Privacy Notice](#) apply. Chats are reviewed and used to improve Google AI. [Learn about your choices](#). Gemini can make mistakes, so double-check it. Info [about your location](#) is also stored with your Gemini Apps activity.

Ask Gemini

+ Deep Research Canvas

Free AI Tools



Free AI tool drawbacks:

- No access during high traffic times
- Less access to models & research
- Works with less complex tasks
- Size and quantity limitations

ChatGPT

What can I help with?

Help me



Search

Reason



Create image

Analyze data

Summarize text

Help me write

Make a plan

Analyze images

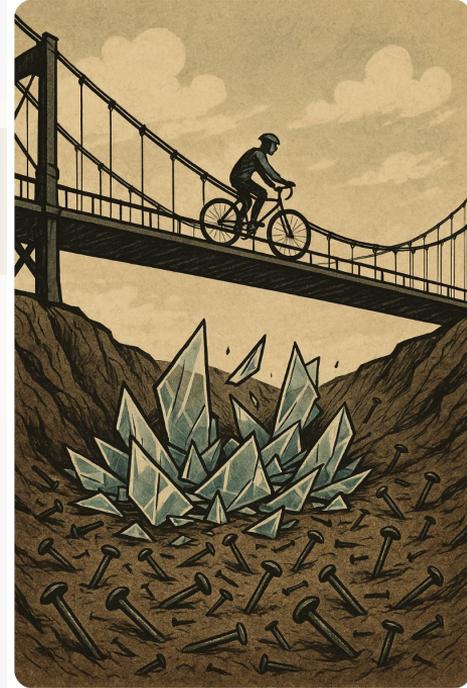
Brainstorm

Code

Caution With AI Questions & Answers

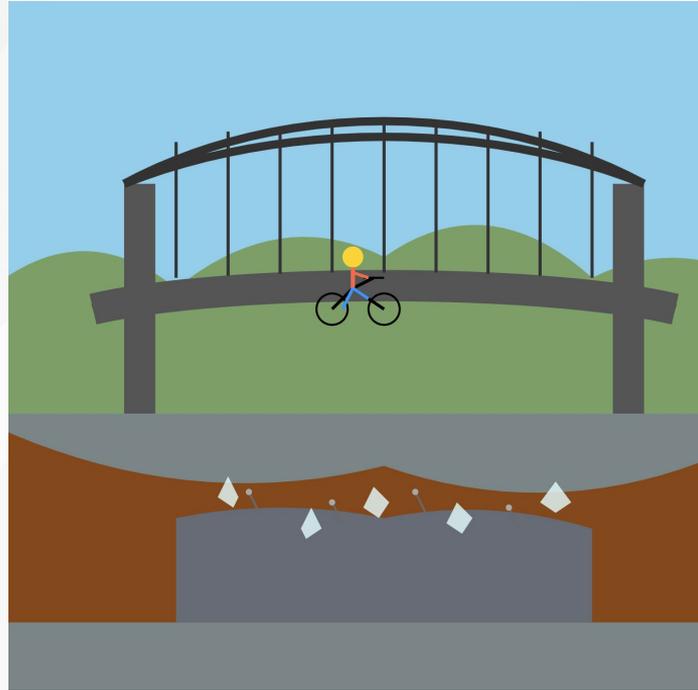
J Would I get a flat tire by bicycling across a bridge that is suspended over nails and broken glass?

Yes, if you bicycle across a bridge suspended over nails and broken glass, you would very likely get a flat tire if any of those objects puncture your tire.



Caution With AI Questions & Answers

Create an image of a suspension bridge and a person riding a bicycle across the bridge. In the gully below the bridge, show broken glass and nails.



5 Maturity Levels of a QMS

QMS =

- AC00-56
- ASA-100
- AS9120
- AS9110
- AS9100
- ISO 9001

Level 1

MINIMAL COMPLIANCE

Leadership seeks certification for appearances.

Quality manager solely responsible for ISO 9001 compliance, lacking authority.

Weak implementation, ineffective internal audits.

Management ignores root cause analysis and corrective action.

Level 2

PROCEDURAL ADOPTION

Processes documented and followed for audits, limited buy-in from leadership and process owners.

Compliance seen as quality manager's job, minimal integration into operations.

Process owners change processes without updating QMS documentation.

Level 3

SYSTEMATIC IMPLEMENTATION

Management acknowledges QMS value, enforces compliance.

Improvements mostly reactive, audits seen as formalities rather than growth opportunities.

Level 4

CONTINUOUS IMPROVEMENT CULTURE

Leadership actively participates in quality initiatives fostering a culture of improvement.

Teams engage with the QMS standard as part of daily operations. Compliance is viewed as a means to enhance efficiency.

Level 5

FULL INTEGRATION & PROACTIVE ENGAGEMENT

Top management owns processes and QMS compliance, driving improvements independent of the quality manager.

Audits embraced as learning opportunities.

Business system is the QMS, and fully embedded in company culture.

Understanding QMS Requirements



Brainstorm Exercise:

What are some basic questions we might ask AI regarding our QMS?

- QMS questions and answers?
- QMS guidance?
- QMS process analysis?
- Guidance on audit findings, root cause analysis, and corrective actions?
- Cross functional QMS support?
- Internal audit assistance?

Let's try some AI tools

<https://bit.ly/AI-for-Distributors> for all AI answers. Free download.



Understanding QMS Requirements



What are some questions we might ask AI regarding our QMS?

What flaws do we see in the answers?

Did we get an acceptable answer the first time? How could we drill deeper?

What follow-on questions might we ask to get into more specifics?

What are some lessons learned from this exercise?

The Top Certification Body **Major Audit Finding For All AS91XX Audits Over The Last 5 Years. Also, a problem for ISO 9001 companies.**

10.2 Nonconformity and Corrective Action

10.2.1 When a nonconformity occurs, including any arising from complaints, the organization shall:

- a. react to the nonconformity and, as applicable:
 1. take action to control and correct it;
 2. deal with the consequences;
- b. evaluate the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:
 1. reviewing and analyzing the nonconformity;
 2. determining the causes of the nonconformity, *including, as applicable, those related to human factors*;
 3. determining if similar nonconformities exist, or could potentially occur;
- c. implement any action needed;
- d. review the effectiveness of any corrective action taken;
- e. update risks and opportunities determined during planning, if necessary;
- f. make changes to the quality management system, if necessary;
- g. *flow down corrective action requirements to an external provider when it is determined that the external provider is responsible for the nonconformity*;
- h. *take specific actions when timely and effective corrective actions are not achieved.*

Corrective actions shall be appropriate to the effects of the nonconformities encountered.

The organization shall maintain documented information that defines the nonconformity and corrective action management processes.

Significant AI opportunity for any maturity level and any QMS standard

Understanding QMS Requirements



What are some other questions we might ask AI regarding our QMS?

I got an audit finding against ISO 9001 (or ASA-100 or any other QMS) in operations where **an employee was not following the work instruction**. Isn't this just human error? What other root causes might exist and what other corrective actions might exist?

<https://bit.ly/AI-for-Distributors> for all AI answers. Free download.



Understanding QMS Requirements



Q: I got an audit finding against ISO 9001 (or ASA-100 or any other QMS) in operations where **an employee was not following the work instruction**. Isn't this just human error? What other root causes might exist and what other corrective actions might exist?

That's a great question, and one that comes up a lot in ISO 9001 audits. While it might seem like just "human error," auditors and quality professionals generally discourage stopping the investigation at that point. Here's why:

Why "human error" isn't a sufficient root cause

ISO 9001 emphasizes process-based thinking and risk-based thinking. If someone didn't follow a work instruction, the system should have either prevented it or detected it quickly. Saying it's just human error doesn't get to the root of why the error occurred or how to stop it from happening again.

Potential Root Causes Beyond "Human Error"

Here are some examples of deeper root causes you might explore:

1. Training or Competence Issues...
2. Work Instruction Clarity or Accessibility...
3. Poor Workstation Design or Ergonomics...
4. Lack of Reinforcement or Accountability...
5. Process Drift or Informal Practices...

Possible Corrective Actions

- If Training Was the Issue:...
- If Instructions Weren't Clear:...
- If Instructions Weren't Accessible:...
- If Accountability Was Lacking:...
- If It Was a Systemic Behavior:...

When you write up the root cause, use something like a **5 Whys** or **Ishikawa (fishbone) analysis** to show that you went beyond surface-level thinking. Would you like help drafting a sample root cause and corrective action response for this finding?

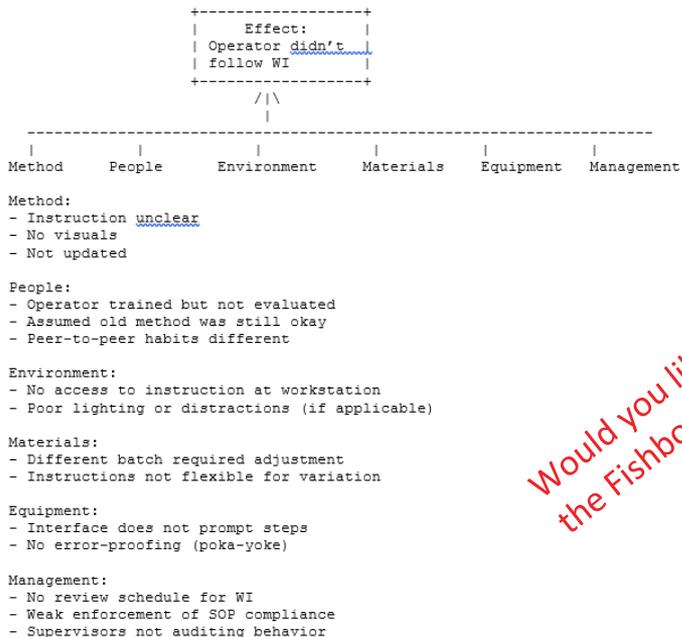
AI Answer Summary:

Understanding QMS Requirements

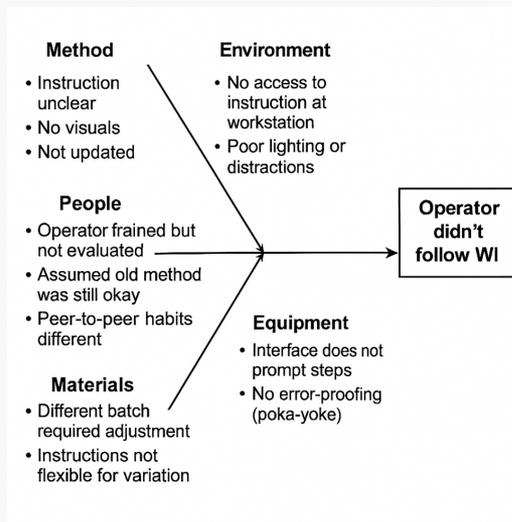


Q: I got an audit finding against ISO 9001 (or ASA-100 or any other QMS) in operations where **an employee was not following the work instruction**. Isn't this just human error? What other root causes might exist and what other corrective actions might exist?

AI Answer Summary:



Would you like me to generate a visual of the Fishbone diagram too? I can do that!



Understanding QMS Requirements



Q: I got an audit finding against ISO 9001 (or ASA-100 or any other QMS) in operations where **an employee was not following the work instruction**. Isn't this just human error? What other root causes might exist and what other corrective actions might exist?

AI Answer Summary:

5 Whys Analysis

Problem Statement: Operator did not follow the work instruction during production.

Why	Reason
1. Why did the operator not follow the work instruction?	They used a different method they were familiar with.
2. Why did they use a different method?	They didn't fully understand or trust the written instruction.
3. Why didn't they understand or trust the instruction?	The instruction was unclear and lacked visual guidance.
4. Why was the instruction unclear?	It was written in technical language and hadn't been updated in over a year.
5. Why hadn't the instruction been updated or reviewed?	There is no periodic review process for work instructions.

Root Cause: Lack of a process to review and improve unclear or outdated work instructions.



Can you generate a 3 branch 5-why with the first branch of why the problem occurred, the second branch with why the problem was not detected and the third branch being the systemic reason the problem occurred.

Branch 1: Why the Problem Occurred (Direct Cause)

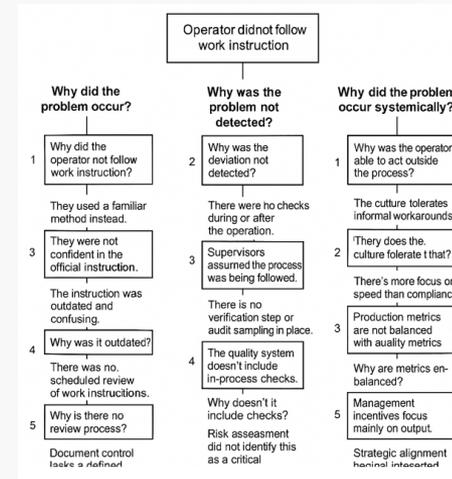
Why	Reason
1. Why did the operator not follow the work instruction?	They used a familiar method instead.
2. Why did they use a familiar method?	They were not confident in the official instruction.
3. Why weren't they confident?	The instruction was outdated and confusing.
4. Why was it outdated?	There was no scheduled review of work instructions.
5. Why is there no review process?	Document control lacks a defined ownership and timeline.

Branch 2: Why the Problem Was Not Detected

Why	Reason
1. Why was the deviation not detected?	There were no checks during or after the operation.
2. Why weren't there checks?	Supervisors assumed the process was being followed.
3. Why did they assume that?	There is no verification step or audit sampling in place.
4. Why is there no verification step?	The quality system doesn't include in-process checks.
5. Why doesn't it include checks?	Risk assessment did not identify this as a critical control point.

Branch 3: Why the Problem Occurred Systemically

Why	Reason
1. Why was the operator able to act outside the process?	The culture tolerates informal workarounds.
2. Why does the culture tolerate that?	There's more focus on speed than compliance.
3. Why is speed prioritized over compliance?	Production metrics are not balanced with quality metrics.
4. Why are metrics unbalanced?	Management incentives focus mainly on output.
5. Why are incentives structured this way?	Strategic alignment has not integrated quality into performance KPIs.



Would you like a visual representation of this 3-branch structure? I can make it look like a tree diagram if that helps.

Understanding QMS Requirements



What are some other questions we might ask AI regarding our QMS?

I have an ASA-100 audit finding against clause 5 which states "Examples were seen with the approved suppliers list missing two suppliers. And supplier quality history did not exist for each approved supplier." What might be some possible root causes and corrective actions I might take to address this problem. Where should I look for possible root causes? Who should be assigned responsibility for this problem?



ChatGPT



perplexity

<https://bit.ly/AI-for-Distributors> for all AI answers. Free download.



Understanding QMS Requirements



What are some other questions we might ask AI regarding our QMS?

How to get help from management or other functions:

I am having trouble getting management's support on why so many functional areas (procurement, receiving inspection, shipping inspection and material control) need to be trained on unapproved and counterfeit parts for compliance with ASA-100.

- What methods or examples exist to help me convince management of the value and necessity of this training?
- What should be the periodic frequency for retraining on these topics? How was that frequency determined? What might be the longest frequency that could be defended?

<https://bit.ly/AI-for-Distributors> for all AI answers. Free download.



5 Maturity Levels of a QMS

QMS =

- AC00-56
- ASA-100
- AS9120
- AS9110
- AS9100
- ISO 9001

Level 1

MINIMAL COMPLIANCE

Leadership seeks certification for appearances.

Quality manager solely responsible for ISO 9001 compliance, lacking authority.

Weak implementation, ineffective internal audits.

Management ignores root cause analysis and corrective action.

Level 2

PROCEDURAL ADOPTION

Processes documented and followed for audits, limited buy-in from leadership and process owners.

Compliance seen as quality manager's job, minimal integration into operations.

Process owners change processes without updating QMS documentation.

Level 3

SYSTEMATIC IMPLEMENTATION

Management acknowledges QMS value, enforces compliance.

Improvements mostly reactive, audits seen as formalities rather than growth opportunities.

Level 4

CONTINUOUS IMPROVEMENT CULTURE

Leadership actively participates in quality initiatives fostering a culture of improvement.

Teams engage with the QMS standard as part of daily operations. Compliance is viewed as a means to enhance efficiency.

Level 5

FULL INTEGRATION & PROACTIVE ENGAGEMENT

Top management owns processes and QMS compliance, driving improvements independent of the quality manager.

Audits embraced as learning opportunities.

Business system is the QMS, and fully embedded in company culture.

Analyzing QMS Requirements With AI

Procedure and Documentation Gaps Using AI Tools

- Can still use free online tools.
- Starting to get into purchased AI tools and software solutions which may use AI.
- What documentation and data exist that can be analyzed?

Concerns

- What proprietary information are we putting on the internet for AI to learn from?
- How do we protect proprietary information and still use AI?
- Documents that match the standard requirements \neq Documents being followed as evidence of compliance...



QMS Documentation And AI

Purchased Tools:

- **ETQ Reliance** – AI-driven compliance verification and document analysis. Uses AI to manage controlled documents and track changes to ensure compliance.
- **Qualio** – AI-based QMS with automated document audits.
- **MasterControl** – AI-driven document management for maintaining QMS compliance.
- **ComplianceQuest** - PLM, QMS, EHS and SRM- all in one AI-powered platform.
- **Dot Compliance** - AI-powered eQMS solution built on the Salesforce platform

Analyzing QMS With AI

Brainstorm Exercise:

What are some questions we might ask AI regarding QMS analysis?

- QMS documentation guidance?
- Risk analysis?
- Data analysis and trends?

Let's try some AI tools

Analyzing QMS With AI

What are some questions we might ask AI to help analyze our QMS?

What flaws do we see in the answers?

Did we get an acceptable answer the first time? How could we drill deeper?

What follow-on questions might we ask to get into more specifics?

What are some lessons learned from this exercise?

Analyzing QMS With AI



- I am uploading my entire history of audit findings. What analysis can you provide?
- What are the extra requirements in AS9120, above and beyond ASA-100 requirements?
- I need a process audit checklist for AS9120 and ASA-100 to cover two different core processes: 1. warehousing operations and 2. Shipping and receiving which includes inspections.
- I need a receiving inspection procedure that meets ASA-100 requirements.
- I am uploading my QMS procedure on Receiving Inspection.
 - What gaps exist against the requirements of ASA-100?
 - What gaps exist against the requirements of AS9120?

<https://bit.ly/AI-for-Distributors> for all AI answers. Free download.



Analyzing QMS With AI

Q: I have several years of ISO 9001 internal and certification body audit findings. Can you help analyze the data and help identify areas where we have risks and opportunities, and possible causes of problems. We have the finding summary by clause of the ISO 9001 standard.

AI Answer Summary:

Thank you for sharing the multi-year ISO 9001 audit findings summary. Based on the data provided, I analyzed the frequency of findings by clause and year, highlighting trends, risks, opportunities, and likely root causes. Here's a structured breakdown:

🔍 Top Problem Areas (High Risk / Frequent Findings)

1. Clause 8.4 – Externally Provided Processes, Products, and Services

- **Total Findings:** 11
- **Trend:** Consistent issues from 2019 to 2022
- **Risks:** Poor supplier control can impact product conformity and delivery.
- **Possible Causes:**
 - Inadequate supplier qualification or re-evaluation
 - Insufficient monitoring or quality agreements
 - Weak communication of requirements

2. Clause 7.2 – Competence

- **Total Findings:** 3
- **Trend:** Recurring across years (2019, 2021, 2024)
- **Risks:** Competency gaps can lead to process errors and nonconforming outputs.

- **Possible Causes:**
 - Lack of training plans or records
 - Poor evaluation of effectiveness
 - Undefined skill requirements

3. Clause 10.2 – Nonconformity and Corrective Action

- **Total Findings:** 5
- **Trend:** Findings present across five different years
- **Risks:** Recurrence of issues, unresolved root causes, poor corrective culture.
- **Possible Causes:**
 - Ineffective root cause analysis
 - Delayed or unverified corrective actions
 - Poor documentation of actions taken

<https://bit.ly/AI-for-Distributors> for all AI answers. Free download.



Analyzing QMS With AI

Q: I have several years of ISO 9001 internal and certification body audit findings. Can you help analyze the data and help identify areas where we have risks and opportunities, and possible causes of problems. We have the finding summary by clause of the ISO 9001 standard.

AI Answer Summary:

⚠ Moderate Risk Areas (Intermittent Findings)

Clause 7.5 – Documented Information (4 findings)

- Likely issues with document control, outdated procedures, or uncontrolled records.

Clause 9.2 – Internal Audit (4 findings)

- May point to incomplete audits, lack of objectivity, or follow-up failures.

Clause 9.3 – Management Review (3 findings)

- Potential for incomplete inputs or lack of follow-through on outputs (e.g., action items).

Clause 8.2 – Requirements for Products and Services (2 findings)

- Risk of customer requirement misinterpretation or weak contract review.

✅ Areas of Strength / Low Risk

- **Zero findings** in: Clauses 4.1, 5.1, 5.3, 6.3, 7.4, 8.1, 8.3, 8.6, 8.7, 9.1, 10.1, 10.3
- Suggests strength in leadership, planning of changes, awareness, operational planning, and continual improvement.

📌 Opportunities for Improvement

1. **Supplier Management (8.4):** Revisit and strengthen supplier qualification, monitoring, and communication practices.
2. **Training and Competence (7.2):** Introduce a competency matrix and establish robust evaluation mechanisms.
3. **Corrective Action Process (10.2):** Implement a standard RCA tool (like 5 Whys or Fishbone) and track closure effectiveness.
4. **Audit and Management Review Processes (9.2 & 9.3):** Improve audit rigor and management engagement with clear follow-through on action items.

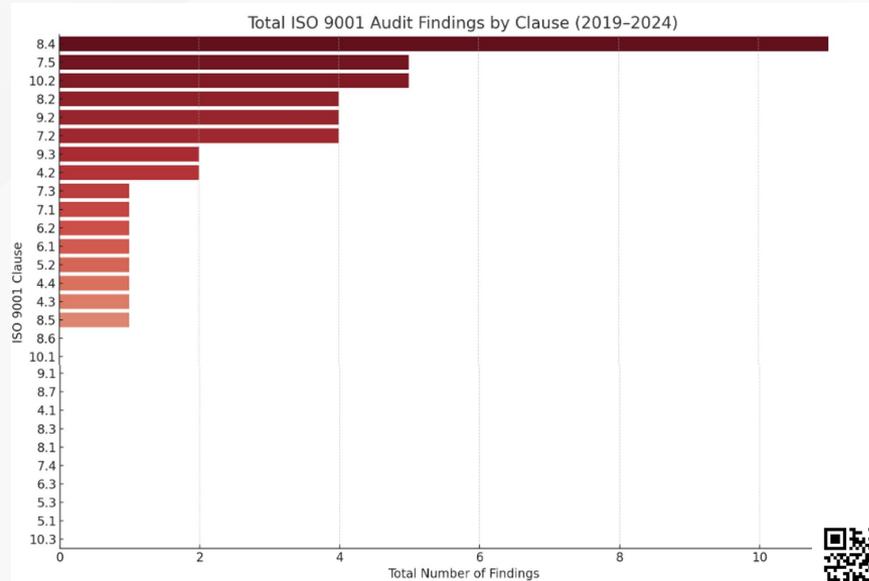
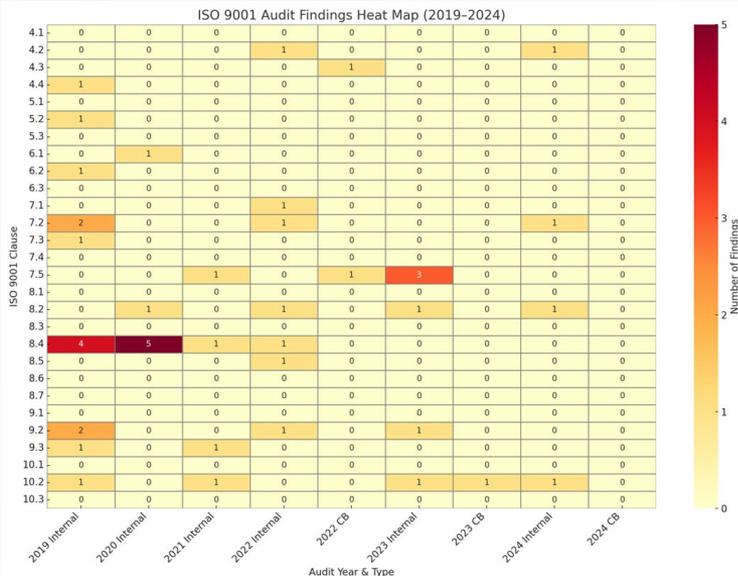
<https://bit.ly/AI-for-Distributors> for all AI answers. Free download.



Analyzing QMS With AI

Q: I have several years of ISO 9001 internal and certification body audit findings. Can you help analyze the data and help identify areas where we have risks and opportunities, and possible causes of problems. We have the finding summary by clause of the ISO 9001 standard.

AI Answer Summary:

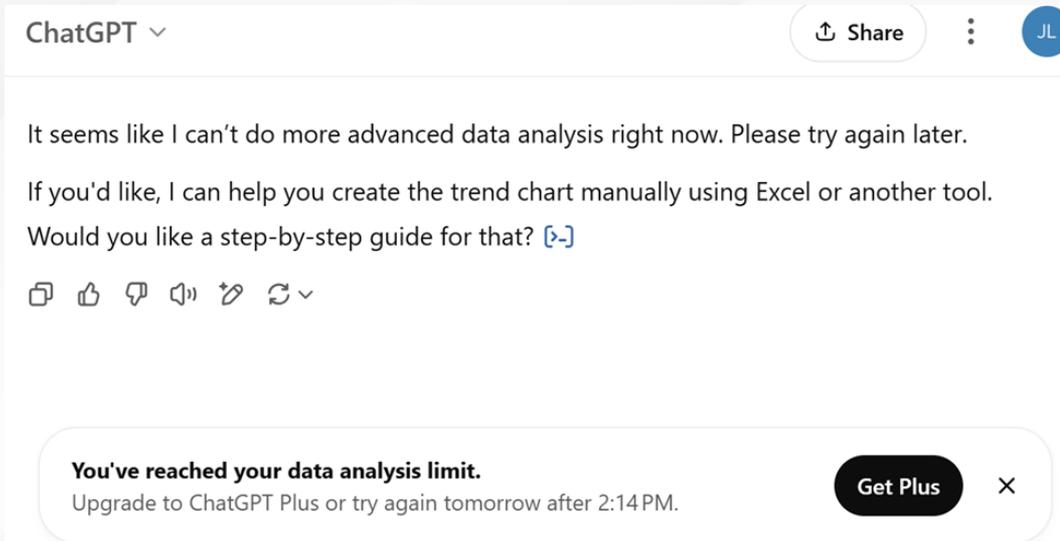


<https://bit.ly/AI-for-Distributors> for all AI answers. Free download.



Analyzing QMS With AI

Q: I have several years of ISO 9001 internal and certification body audit findings. Can you help analyze the data and help identify areas where we have risks and opportunities, and possible causes of problems. We have the finding summary by clause of the ISO 9001 standard.



ChatGPT ▾ Share JL

It seems like I can't do more advanced data analysis right now. Please try again later.

If you'd like, I can help you create the trend chart manually using Excel or another tool.

Would you like a step-by-step guide for that? [↩]

📄 👍 🗨️ 🔊 🗑️ ↻ ▾

You've reached your data analysis limit. Upgrade to ChatGPT Plus or try again tomorrow after 2:14 PM. Get Plus ×

AI Answer Summary:

<https://bit.ly/AI-for-Distributors> for all AI answers. Free download.



5 Maturity Levels of a QMS

QMS =

- AC00-56
- ASA-100
- AS9120
- AS9110
- AS9100
- ISO 9001

Level 1

MINIMAL COMPLIANCE

Leadership seeks certification for appearances.

Quality manager solely responsible for ISO 9001 compliance, lacking authority.

Weak implementation, ineffective internal audits.

Management ignores root cause analysis and corrective action.

Level 2

PROCEDURAL ADOPTION

Processes documented and followed for audits, limited buy-in from leadership and process owners.

Compliance seen as quality manager's job, minimal integration into operations.

Process owners change processes without updating QMS documentation.

Level 3

SYSTEMATIC IMPLEMENTATION

Management acknowledges QMS value, enforces compliance.

Improvements mostly reactive, audits seen as formalities rather than growth opportunities.

Level 4

CONTINUOUS IMPROVEMENT CULTURE

Leadership actively participates in quality initiatives fostering a culture of improvement.

Teams engage with the QMS standard as part of daily operations. Compliance is viewed as a means to enhance efficiency.

Level 5

FULL INTEGRATION & PROACTIVE ENGAGEMENT

Top management owns processes and QMS compliance, driving improvements independent of the quality manager.

Audits embraced as learning opportunities.

Business system is the QMS, and fully embedded in company culture.

Purchased AI Tools for the Higher Maturity Quality Management System

AI for Performance Data Analysis and Business Intelligence (BI)

Monitoring key performance indicators (KPIs) and identifying trends. AI-powered predictive analytics to detect quality performance issues before they escalate. Generating reports, suggesting metrics and visuals.

AI for Internal Audits & Risk Assessment

Automated audit workflows. Intelligent risk identification to ensure compliance. AI-powered compliance with automated issue tracking and resolution, with real-time reporting and analytics.

AI for Corrective & Preventive Actions (CAPA)

Automates corrective action workflows & root cause analysis. Uses AI to detect recurring issues & recommend root causes & corrective actions. Tracks timely closure with escalation.

AI for Training & Knowledge Management

Automating training, documentation, and knowledge sharing (Learning Management Systems). Uses AI to personalize compliance training and track employee progress.

AI for Supplier & Vendor Compliance

Uses AI to assess supplier risk, compliance and performance monitoring. Predictive supplier risk management. Leverage AI for efficient logistics and inventory management.

AI for Advanced Product Quality Planning (APQP)

New product development with project controls (APQP), project management, & risk management. Integrates FMEAs into APQP, PPAPs, & connects to Process Flows & Control Plans.

Purchased AI Tools for the Higher Maturity Quality Management System

AI for Performance Data Analysis and Business Intelligence (BI)

- Power BI Copilot
- Tableau with AI
- Sisense
- Looker
- Domo

AI for Internal Audits & Risk Assessment

- AuditBoard
- Intellect QMS
- ComplianceQuest
- Qualityze EQMS

AI for Corrective & Preventive Actions (CAPA)

- QCBD (Quality Collaboration By Design)
- Intellect QMS
- ComplianceQuest
- Qualityze EQMS
- ETQ Reliance CAPA Module

AI for Training & Knowledge Management

- Docebo AI LMS
- SAP Litmos
- Cornerstone Learning AI

AI for Supplier & Vendor Compliance

- Synertrade AI Supplier Management
- SAP Ariba
- C3 AI
- GEP Software

AI for Advanced Product Quality Planning (APQP)

- Intellect QMS
- Ideagen
- ETQ Reliance
- AQuA Pro Software

Many QMS software solutions do not contain AI interfaces

5 Maturity Levels of a QMS

QMS =

- AC00-56
- ASA-100
- AS9120
- AS9110
- AS9100
- ISO 9001

Level 1

MINIMAL COMPLIANCE

Leadership seeks certification for appearances.

Quality manager solely responsible for ISO 9001 compliance, lacking authority.

Weak implementation, ineffective internal audits.

Management ignores root cause analysis and corrective action.

Level 2

PROCEDURAL ADOPTION

Processes documented and followed for audits, limited buy-in from leadership and process owners.

Compliance seen as quality manager's job, minimal integration into operations.

Process owners change processes without updating QMS documentation.

Level 3

SYSTEMATIC IMPLEMENTATION

Management acknowledges QMS value, enforces compliance.

Improvements mostly reactive, audits seen as formalities rather than growth opportunities.

Level 4

CONTINUOUS IMPROVEMENT CULTURE

Leadership actively participates in quality initiatives fostering a culture of improvement.

Teams engage with the QMS standard as part of daily operations. Compliance is viewed as a means to enhance efficiency.

Level 5

FULL INTEGRATION & PROACTIVE ENGAGEMENT

Top management owns processes and QMS compliance, driving improvements independent of the quality manager.

Audits embraced as learning opportunities.

Business system is the QMS, and fully embedded in company culture.

How do I move up?
AI Tools Can Help

www.simpleque.com

Summary

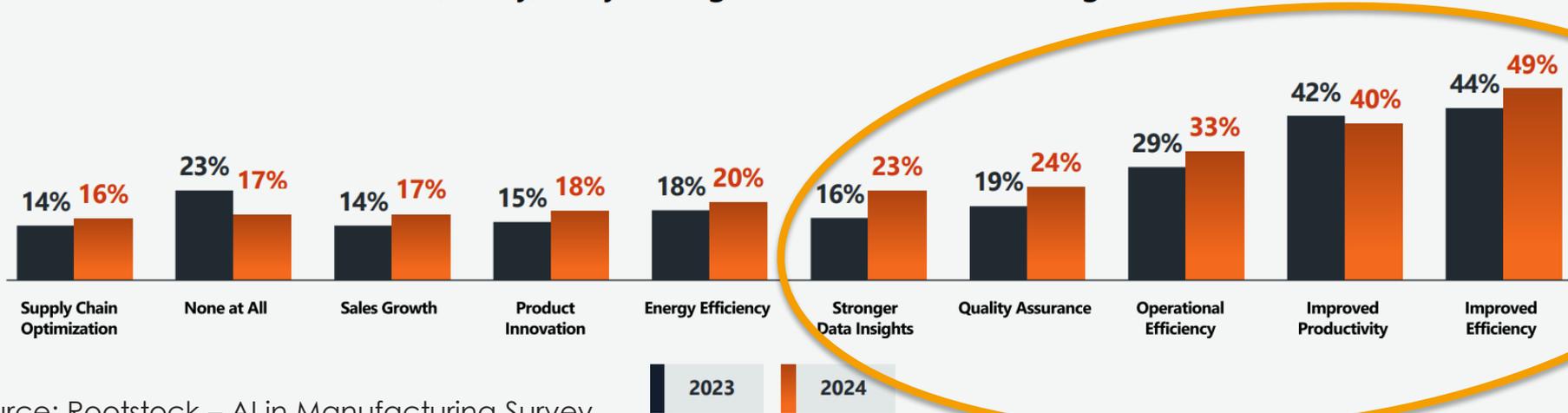
Most people want to use AI as a digital assistant

- Guiding and not replacing people
- Remaining in control while benefiting from AI insights and recommendations

Current Use of AI in Manufacturing

The value manufacturers are seeing from AI

What benefits, if any, has your organization achieved through its use of AI?



Source: Rootstock – AI in Manufacturing Survey

Thank you!

Jim Lee



jlee@simpleque.com



866-827-0402 ext 201



simpleQuE.com

<https://bit.ly/AI-for-Distributors> for all AI examples. Free download.

