

START

The methodology known as “Plan-Do-Check act” (PDCA) can be applied to all processes. PDCA can be briefly described as follows:

Plan: establish the objectives and processes necessary to deliver results in accordance with requirements and the organisation’s policies;

Do: support the operation and implement the processes;

Check: evaluate performance against policies, objectives and requirements for the service or product and report the results;

Act: take actions to continually improve process performance taking into account the needs and expectations of relevant interested parties.

When used within a quality management system, such an approach emphasises the importance of

- a) Understanding and meeting requirements;
- b) The need to consider processes in terms of added value;
- c) Obtaining results of process performance and effectiveness, and
- d) Continual improvement of processes based on objective measurement.

The model of a process-based quality management system shows that customers play a significant role in defining requirements as inputs. Monitoring of customer satisfaction requires the evaluation of information relating to customer perception as to whether the organisation has met the customer requirements.

**Continual improvement of the L. Lynch Plant Hire & Haulage Ltd
Quality Management System**