

INSTITUTE OF INNOVATION AND QUALITY ASSURANCE

QUALITY VOICE



QUALITY FOR PROSPERITY

NEWSLETTER OF IIQA, OCTOBER 2024 TO JANUARY 2025

“Give them quality. That's the best kind of advertising.”

-Milton Hershey.

About Us

The Institute of Innovation and Quality Assurance (IIQA) is a well known organization that supports different organizations in ensuring quality in their processes, systems, services, and products by encouraging and putting into globally recognized practices in quality and innovation. It also helps organizations implement quality standards in Nepal. It has been active in a number of industries, including innovation, training, implementation, auditing, certification, and consulting. Accredited third-party evaluation, registration, and certification services for certain ISO Standards are also offered by IIQA.

Participatory Strategic Planning (PSP) Workshop

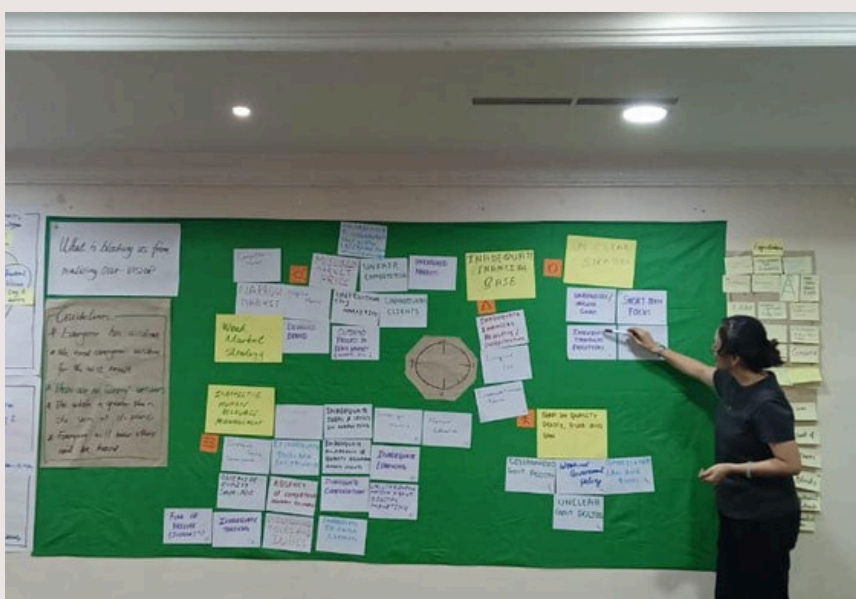


A participatory strategic planning workshop was conducted for the team members of the Institute of Innovation and Quality Assurance (IIQA) from 16 to 18 Nov. 2024. The workshop was facilitated by Michelle Zhang, IncluSmart. This three-day workshop was mainly focused on the strategic planning of IIQA for the sustainability of the organization. Following the reflection, participants engaged in an exercise to practice the mission values, with the facilitator prompting them to consider the current state of IIQA. The participants were divided into four teams, each consisting of five members. Their task was to collectively reflect on and document the present situation of IIQA.





The facilitator explained how we participated the IIQA history. Participants then engaged in an exercise to envision the future of IIQA, imagining how the organization could evolve from its present state. With their eyes closed, they walked through the journey of reaching their envisioned future and visualized what IIQA would look like by December 31, 2027. Next, the facilitator encouraged the groups to collectively write down their vision for IIQA's future, with each group contributing 10 ideas on the kind of IIQA they hope to see. They shared their ideas, recorded them on metacards, and illustrated them with drawings. Each group then presented their vision.



Furthermore, participants took part in an exercise aimed at identifying underlying contradictions. The facilitator introduced the concept of these contradictions, sharing a personal story to help illustrate the idea. She then prompted participants to reflect on their work environment or team dynamics, encouraging them to identify and write down any contradictions they had observed.





Furthermore, participants discussed the Strengths, Opportunities, Weaknesses, and Threats of IIQA in the group. In addition, participants were separated into 3 groups: creating a strong HR management team, executing effective marketing tools, and research follow-up & coaching team. Moreover, all of the groups design action planning for the next three months.

Michelle Zhang led us through last-minute conversations and group exercises that helped us hone our tactics and establish our long-term goals. The enthusiasm in the training hall was evident as participants exchanged their perspectives, refined creative solutions, and pledged to take concrete actions for long-term effects. We are eager to proceed with a more robust and lucid strategy because this experience has been empowering.



Client care and Design

We're excited to share highlights from the Client Care and Design Training (Nov 23-24), organized by ICA Nepal and IIQA, and expertly facilitated by Lawrence Philbrook from Taiwan. Participants gained valuable skills in enhancing client relationships and service design. This training was designed to help individuals become facilitators of transformation. The training program helped participants understand the steps of client care and how to use participatory strategies effectively. It also improved teamwork and problem-solving skills among the participants. They learned more about analyzing their organizations and understanding competition. Practical exercises encouraged creative thinking and better planning for future goals. Overall, the program provided useful tools and knowledge to build good relationships with clients and support the growth of organizations, helping them work towards long-term success in their fields. This training was attended by internet service providers, school owners, community workers, and profit-making organizations.





IIQA Collaborates ICA Nepal in Content Development & Training on Occupational Health and Safety for Waste workers

Institute of Cultural Affairs (ICA) Nepal is the sister organization of IIQA. IIQA in collaboration of ICA Nepal is promoting occupational health and safety for women waste workers to provide decent working condition through content development, designing newsletter, banner, and providing training. This initiative reflects our shared commitment to promoting workplace safety and improving the well-being of marginalized communities. In December, IIQA in collaboration with ICA Nepal conducted a two-day training program focused on the fundamentals of advocacy brought together over 25 participants, primarily women waste workers and volunteers. Held in Kathmandu, Bagmati Province, Nepal, this comprehensive training provided a thorough overview of advocacy, encompassing its core principles, diverse strategies, essential tools, and the critical role of effective communication in achieving successful campaign outcomes.

The same group of participants also received training on planning and networking. This session explored project management methodologies, including defining problems, creating timelines, managing resources, and monitoring progress. These training programs utilized a variety of interactive methodologies, including presentations, group discussions, case studies, role-playing exercises, and practical simulations.

We extend our gratitude to ICA Nepal for their unwavering support and partnership in this endeavor. Together, we look forward to making a meaningful difference in the lives of women waste workers and fostering a culture of safety, dignity, and respect in the workplace.



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फोहोर व्यवस्थापनमा संलग्न व्यक्तिहरूको सामाजिक कानका लागि पैरवी

NO WORKER IS DISPOSABLE

प्रशिक्षण पुस्तिका





What is ISO?

ISO certification is a credential that validates a business's fulfillment of requirements relating to quality process standards as defined by the International Standards Organization. The ISO is a non-governmental organization that determines specifications for products, services and systems for quality and efficiency. Its history dates back to the mid-twentieth century, when international delegates met in London to create a new standardization for international cooperation and organization. The ISO now has almost 23,000 published standards throughout 164 countries, and companies earn ISO certifications to prove their quality standards to the world. Standards set forth by the ISO are valuable with regard to international trade as the organization has strict requirements concerning goods. Its ultimate goal is to improve industrial welfare worldwide, increasing levels of safety and security for all. Credentialing takes place through external bodies, as the ISO itself doesn't perform certification.



Institute of Innovation & Quality Assurance



Accredited by IAF



*Taking your business to height
through IIQA, Koteswori,
Kathmandu*

TRAINING

CONSULTANCY

CERTIFICATION

**Get your Business ISO Certified and Recognize
Worldwide through a Genuine Certification
Body in Nepal.**

ISO 9001:2015, ISO 14001:2015, ISO 45001:2018, ISO 22000:2018, ISO
27001:2013, GMP, HACCP, HALAL, SEDEX & many more.

IIQA also conducts **Third Party Inspection** and **Pre-Shipment Inspection** and
supports colleges for **QAA process/UGC** etc.



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We provide certification support on:

- Quality Management System- ISO 9001:2015
- Environmental Management System- ISO 14001:2015
- Educational Organization Management System (EOMS) - ISO 21001:2018
- Food Safety Management System- ISO/FSMS 22000:2018
- Information Security Management- ISO 27001:2013
- Occupational Health and Safety Management- ISO 45001:2018
- Social Accountability- SA 8000:2014
- Testing and Calibration of Laboratories- ISO 17025:2017

Certification Process:

- Review of the Management Systems documents including Standing Orders, Standard Operating Procedures (SOP), Work Instructions (WI), Maintenance and Safety Instructions, Work Flow diagrams, Formats / Forms and Records etc.).
- Prepare, upgrade, Finalize, Approve & circulate the Management System Certificates Scope, Policy and Objectives.
- Conduct Training for Internal Auditor Course, Train Internal Auditors, and Conduct ONE Internal Audit and Management Review Meeting
- Assist in Stage – 1, Audit for Implementation as per Standards.
- Take Corrective Actions based on the Stage – 1 Audit report (Assess the established management system's documentation & preparedness for stage 2).
- Assist in Stage – 2, Certification Audit for the issuance of Certificate.
- Assist to prepare proper Manual and other related documents before final submission to Certification Body as per required standard requirements.
- During the certification cycle of three years, continuing assessments (surveillance audits) on yearly basis needs to be conducted to ascertain the compliance of established management system to the relevant standard and in certain circumstances during continuing assessments such as non-compliance with the relevant standard, it may be necessary to make special visits (follow up audits).





Pictorial Overview



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