

NSHC 27th Conference
Rostock
September 2006

Explanatory Note
Item C 6
Norway

The NHS quality management system

The NHS quality management system (QMS) renewed its ISO 9001:2000 certificate March 11, 2006, and it is evident that the QMS is living up to the expectations. This assertion is based on a growing organisational quality culture that looks well beyond pure compliance to the fairly moderate requirements of the international ISO standard. The intention is a systematic and structured approach towards increasing safety at sea through improvement of processes that involve both internal and external customers and suppliers. An important example is developing and harmonising common quality norms in the NHS and the NCA (The Norwegian Coastal Administration) to further collaboration in the important INMAT project (Integrated Maritime Services). Quality thinking is here a foundation for improving horizontal processes across organisational boundaries along the whole value chain - from establishing fairways to chart production as means towards safety at sea.