



**Introduction to the WWPA**

**Quality Management System Program**

Western Wood Products Association



## Quality Management System Program

### **Vision**

WWPA be the lumber industry leader in Quality Management System services.

WWPA Mills lead the industry as the finest lumber manufacturing operators through a partnership with WWPA using a Quality Management System Program that emphasizes process control and continuous improvement.

### **Mission**

To provide knowledge, structure and support of modern quality concepts to WWPA mills through quality management system development, assessments and audits.

### **Objectives**

- Evaluate and recognize mill QMS.
- Assess and monitor effectiveness of mill QMS.
- Support mill QMS through quality control aides, templates and reference tools for implementing, maintaining and improving mill QMS.
- Measure and report WWPA QMS Program performance regularly.

### **Values to WWPA Mills**

- Improved efficiency.
- Good decision-making and communication based on defined vision, mission and objectives.
- A preventative system that minimizes occurrence of mistakes.
- Better organizational health from improved morale, job satisfaction and cooperation.
- Reach quality goals faster.
- Better accommodation of changes.
- Recognition that may open new markets, increase customer satisfaction and loyalty.

### **Values to WWPA**

- Provide valuable services.
- Membership recruitment.
- Be the recognized lumber industry leader in quality services.

### **Evaluation**

#### **Mill Performance**

- Third-party independent audits provide constructive feedback on mill QMS.
- Internal reviews ensure objectives are being achieved and continue to fit business strategy.
- Benchmark performance of processes for assessing improvement.

#### **WWPA Performance**

- Survey mill on effectiveness of WWPA QMS Program.
- Internal reviews.

**Today's lumber production is made up** of checks and balances. Under the current operating system, lumber mills use quality control checks and visual inspection of the finished product to ensure the highest quality. WWPA's independent inspection provides the final check on the mill's outgoing product quality.

However, refining the manufacturing process can be just as vital to overall quality at a plant. Taking this to heart, manufacturing industries worldwide have begun to implement quality management systems (QMS) to advance their manufacturing processes and strive for continuous improvement.



**The Western Wood Products Association QMS Program** is designed to help affiliated mills improve their current quality management practices while achieving greater efficiency, improving communication and getting every employee involved in quality. Modeled after ISO 9000 but with more focus on manufacturing and less documentation, the WWPA program is an organized approach to managing quality, utilizing documented processes, procedures and monitoring methods at every level of manufacturing.

The goal of the WWPA Quality Management System program is to help mills build a bridge to higher levels of product and process quality. Implementing standardized mill activities leads to improved consistencies between mill personnel, product parameters and sawmills within a company that produce similar products.

Under the WWPA QMS Program, a mill establishes a written plan for achieving its quality goals. Then, WWPA helps the mill complete a manual that outlines consistent procedures that will accomplish the targeted goals and communicates the plan of action to all employees. After the manual is in place, a mill is responsible for following the documented procedures, measuring and recording performance, and making changes to improve quality when needed. Finally, WWPA checks on the implementation and execution of the plan through an audit process that verifies mill QMS is suitable, in-place and meeting desired results. Upon recognition, the mill can then use the WWPA QMS logo on its paper wrap, letterhead and lumber.

