

**QMS Core**

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## TRIUMF & Canadian Light Source forge quality relationship

TRIUMF and the Canadian Light Source (CLS) are joining forces to improve the quality management systems at both institutions.

In October of 2008 Rolf Keitel and I participated in a review of the CLS quality assurance program. One outcome of that review was the hiring of a Quality Assurance manager at CLS, Aziz Ahmad. In January Aziz came to TRIUMF for 2 days to better understand our approach to the issues both facilities face. During his time here Aziz met with the QMS core and spent time with Anne Trudel, Byron Jennings, Roman Ruegg, and Nigel Lockyer. In addition to learning about TRIUMF's QMS in general, he learned about our nonconformity reporting and resolution system, including TapRoot®, and about our project management process.

We expect that by working together we can develop a common approach to implementing a quality management system that helps both institutions.

*by Don Dale*



Nigel Lockyer and Rolf Keitel discuss QMS topics with Aziz Ahmad, from the Canadian Light Source.

## QMS webpage gets an update

The TRIUMF web team led by Jennifer Kaban worked with Phil Jones to improve the utility of the Quality Management page.

Since the QMS affects a lot of what you do, we thought the QM page should be a starting point for those tasks. The new page is arranged by the principal TSOPs and links to helpful and required tools, forms, or records. Check it out under the Administration link. Hopefully you will be a frequent visitor and observe the changes as the page evolves to become ever more useful. Right now though, you can even find back issues of Quality Times! *by Ken Buckley*

## Leverage the knowledge gained

In 2008/2009 the QM Leaders performed 38 beneficial assessments, covering most groups on site.

These assessments served two purposes, the first was to compare current practices against the requirements of the new TSOPs and identify areas for improvement. The second was to educate groups about the QMS requirements and to make recommendations on how to meet them. The assessed groups found this process



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very helpful and came away with a better understanding of the goals of the QMS program (in general: to plan, execute, document, and improve activities). This year we are following up on each of these assessments with an internal audit.

The reports from past assessments and completed audits are available from the Quality Management web page by clicking on Quality Program Assessment. Groups should be reviewing the recommendations from these reports and working towards full implementation of the QMS requirements. In the case of audits the required corrective actions are tracked with the nonconformity reporting system.

The reports of assessments and audits of other groups are a valuable source of information when reviewing your current practices. Read through the report for a group that performs a similar function to yours and make a note of any suggested improvements from assessments or reported nonconformities from audits. If you need a solution to the same, or similar, issue talk to the group or a QMS leader for advice. The more feedback we get, the more tools we can provide to help. Lastly, remember that this activity is supposed to be beneficial. As Ivor Yhap said “*We found the internal audit was constructive, objective and a necessary process with regards to TRIUMF'S QA. We also found that it was well conducted and not as painful as anticipated. As a result the Machine Shop is now more transparent with regards to its operation, documentation, records and processes*”.

Let’s take action to get our implementation to a level where the CNSC can close off the remaining directives and action items! *by Phil Jones*

## The TRIUMF Calibration and Inspection Indices

Some of you have been working with them already, for many of you this may be news: We have TRIUMF Calibration and Inspection indices available on the web for everyone’s use.

These indices can be found on the TRIUMF website under the Administration > Quality Management >Calibration and Inspection tabs. A quick glance at either index shows the state of all calibrations or inspections that have been entered. Each index is organized by categories of devices (or processes). If there are items which need calibration or inspection within the next week, the category is shown in blue. If any category has overdue items, it is shown in red. Group leaders get notified by e-mail about upcoming and overdue categories in their area of responsibility. These indices are meant to help the responsible groups with their book-keeping and the friendly e-mail reminders should make it easier to keep things up-to-date.

### **What should be on these indices?**

For starters, **all** devices and processes, which need regular calibrations or inspections by law, **must** be on the relevant index. In addition, any group leader can add categories and items to either index that they have identified need regular inspection or calibration in order to maintain required TRIUMF operations. The caveat is that our rule-book says: “If you put it on the index, you are responsible that it gets done!”

### **Who is responsible for maintaining the index?**

The group leaders responsible for performing calibrations and inspections are. This is only fair, as they get the benefits from the index after all.

If you want to put items on the index and need help, please contact P. Jones or myself. *by Rolf Keitel*