



World Quality Day 2019

Our Quality Journey: A Decade of Growth



Developing the Oceaneering QMS Manual

- » Set company-wide expectations with QMS manual
- » Introduced CTQ, CTP, and COPQ terminology
- » Drove improvements via Maturity Path Assessment
- » Introduced non-conformance forms and software packages

2010



Driving Standardization

- » Developed specifications for quality management software
- » Introduced quality flash meetings and manual COPQ collections
- » Developed Level 2 quality management procedures

2012

Implementing Quality Management Software

- » Rolled out SmartSolve® software for NC, CAPA, and inspection
- » Improved visibility of data
- » Initiated drive to measure and reduce COPQ

2014



Adopting a Shared Service Organizational Structure

- » Modified our Quality organization to function under a Shared Service structure

2016

Working on System Enhancements

- » Identified software improvements regarding:
 - » NC workflow
 - » Reporting hierarchy
 - » Accountability
 - » Trending
 - » Reporting
- » Developed a Quality Dashboard

2018



Leveraging Business Intelligence

- » Implemented the Quality Dashboard
- » Offered data analysis in real time
- » Provided data accessibility and accountability
- » Revised Quality Policy
- » Increased proactive quality approach by:
 - » Introducing Quality Moments
 - » Clearing NC and CAPA backlogs
 - » Providing more efficient NC workflow
 - » Identifying critical processes
 - » Delivering risk management training

2019



Continuing the Journey

- » Sustain culture: Quality is everyone's responsibility
- » Use Quality Dashboard to support data-driven decisions
- » Increase proactive risk identification and controls
- » Identify improvements using lessons learned
- » Implement quality tenets and self-verifications

2020

2009

Beginning Our Journey

- » Embedded quality management resources in our operations
- » Obtained ISO certifications
- » Implemented regional quality management systems
- » Developed functions for driving quality efforts

