

Quality Management System Readiness Checklist

A quick self-assessment for Nigerian businesses

Go through each section below and check the statements that are true for your business right now, not where you'd like to be. There are 15 statements in total. Your score at the end will give you an honest starting point.

1. Documented Processes

- ☐ The steps for your most important processes are written down somewhere, not just known by one person.
- ☐ A new employee could follow those written steps without someone walking them through it first.
- ☐ Your documentation reflects how work actually happens, not an idealized version of it.

2. Quality Objectives

- ☐ You have specific, measurable targets for quality, not just a general goal to "do good work."
- ☐ Those targets are tracked regularly, not just set once and forgotten.
- ☐ You know exactly which part of the business is responsible for hitting each target.

3. Monitoring and Measurement

- ☐ You have a way to catch a problem before a customer reports it.
- ☐ Someone reviews quality data on a set, regular schedule.
- ☐ You keep records of what's been measured, not just a mental note of it.

4. Corrective Action

- ☐ When something goes wrong, you look for the root cause, not just the immediate fix.
- ☐ You check whether the same issue could be happening elsewhere in the business.
- ☐ You document what caused the problem and what was actually done about it.

5. Continuous Improvement

- ☐ Audit findings, complaints, and performance data actually feed back into changing how you work.
- ☐ Your processes get reviewed and updated periodically, not left untouched for years.
- ☐ Leadership is actively involved in reviewing quality performance, not just approving it from a distance.

How to Read Your Score

12–15 checked	Your business has a strong foundation. Formal certification, like ISO 9001, is realistically within reach.
7–11 checked	You have real pieces in place, but there are gaps worth closing before pursuing certification.
0–6 checked	This is the right time to start building a quality management system from the ground up.

Ready to close the gaps?

Astute Business Consult helps businesses in Nigeria build the systems that keep them running the way they're supposed to — long before a problem forces the issue.