



## C2K-MS – Explanation

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- Cargo 2000 wants to specifically focus on Customer Satisfaction, Performance and Improvement.
- Contrary to ISO there are some very specific “technical requirements” both in terms of Operations and Measurement which need to be satisfied.
- With the exception of these requirements, Cargo 2000 indicates the Standards but leaves it open for the members to establish how to satisfy them
- ISO Certified members will NOT need to establish a ‘separate’ system but can easily include these requirements into their procedures.
- There should be no need for separate audits once these requirements are included in the procedures and the external auditors have been duly informed. (We might need to meet with these External Auditors).
- Cargo 2000 will have the prerogative of asking, where necessary and pertinent, for some documentation

The ‘logic’ behind the document and its sequence is that:

- We have specific requirements and specifications (listed in Chapter 2)
- Customer Service is our prime focus
- We handle the process
- We measure
- We analyse and improve
- To improve we also need additional things

This document wants to keep Quality and Quality Controls ‘within’ your Operations - NOT as a separate ‘thing’.

We also wanted to keep it user-friendly.

Here is a listing of the Chapters:

0. General
  - Obviously generic
1. Scope
  - Generic
2. Normative Reference
  - Specifies all the documents that are part of this Management System
3. Requirements for Certification to the C2K-MS
  - Is a preview of what needs to be done by the members in order to obtain Certification and continue to keep compliant. The details are further explained in the chapters that follow.
4. Customer Requirements
  - We start with Customer Requirements because Cargo 2000 was born due to Customers complaining that this Industry did not give them what they wanted.
  - All Operations and what follows is set-up to satisfy that need.
  - We have two simple terms for defining Quality

a) Quality is what the customer says it is

b) Quality is defined by the Customer

5. Operational Processes

A generic description of the Cargo 2000 Master Operating Plan (MOP). This is literally an extract of the Executive Summary of the MOP. Cannot be changed unless or until we change the MOP.

6. Systems Overview

The Technical requirements necessary to perform the kind of Operations and Measurements required by Cargo 2000. Can be easily understood and checked also by external auditors.

7. Process Control

A description of the specific Cargo 2000 Process Requirements

8. Measurement

Once you use the Process you need to Measure specifically as required by Cargo 2000.

9. Improvement

Once you Measure, you need to improve

10. Additional Requirements

These are the additional requirements that include what every Quality System should have. We leave it mostly to the members to decide on how they do it – provided it works.