

How to get employees to actually use the quality management system.

Build real ownership and better user adoption across the organization.

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I often meet companies where the quality management system is effectively owned by QA alone, while the rest of the organization only interacts with it around audit time. That leads to lower engagement, weaker user adoption, and less operational value than the system is actually capable of delivering.

So I've put together a short guide for those of you who want to build broader ownership across the organization



Here are 4 concrete steps to get started.

1. Start with one process

The first step toward broader ownership is choosing one area where you'll actively use the quality management system in daily operations.

Pick one important process with a clear process owner.

Make it manageable to get started.

2. Connect it to real work situations

Tie the process to something that already happens in the workflow:

- Onboarding
- Team meetings
- Deviations
- Follow-ups

Make the system relevant in everyday work.

3. Make the value visible

Show each role what they specifically get out of it:

- **The process owner:** a clearer view of workflows, deviations, and bottlenecks.
- **Leadership:** a better foundation for prioritization, follow-up, and informed decisions.
- **IT:** a clearer view of system structure, usage patterns, and integrations.

Create meaning for every role.

4. Make it relevant at the leadership level

- Use the process and its data actively in management meetings.
- Follow up on progress.

Make follow-up part of how you run the business.



Avoid the classic mistakes

- Starting too big
- Ownership is unclear
- The system sits alongside the work rather than inside it
- The value is unclear

Your quick checklist

Use these five questions as a quick status check on whether your quality management system is moving from a QA-owned solution to a system that's actually used in daily operations..

- Have we chosen one specific process?
- Have we chosen an important process with a clear process owner?
- Is the process being used in daily work?
- Can employees see the value?
- Is leadership using it actively?

If you answer no to even one of these, you know exactly where to start. Remember — the most important thing isn't doing everything at once. It's taking the next clear step from where you stand..

Want to dig deeper into the thinking behind this guide? Read ["Is your quality management system still owned by QA — or part of everyday work?"](#)

