



4th International Conference on Excellence Management
and Quality Management Systems

Quality Management in Mine Action

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Mine Action

- Mine risk education
- Humanitarian demining
- Victim assistance
- The destruction of stockpiles of anti-personnel mines
- Advocacy to ban landmines



Mine Action

- 175 million mines have been laid since 1945
- 65 million mines have been laid since 1980
- Mines remain in the ground for many years after a conflict has ended
- Mine action includes the clearance of unexploded ordnance in addition to landmines





Mine Action

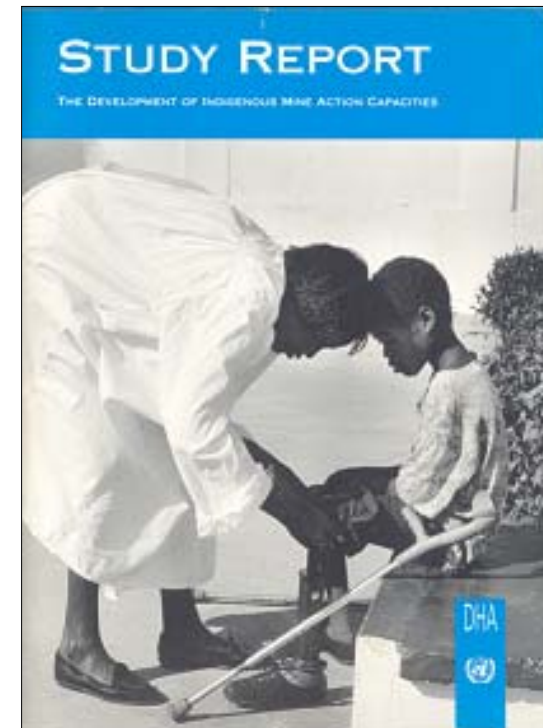
The international community was first made aware of the threat from landmines in the early 1990s through the efforts of advocacy groups and their champions such as the late Diana, Princess of Wales.





DHA Mine Action Study

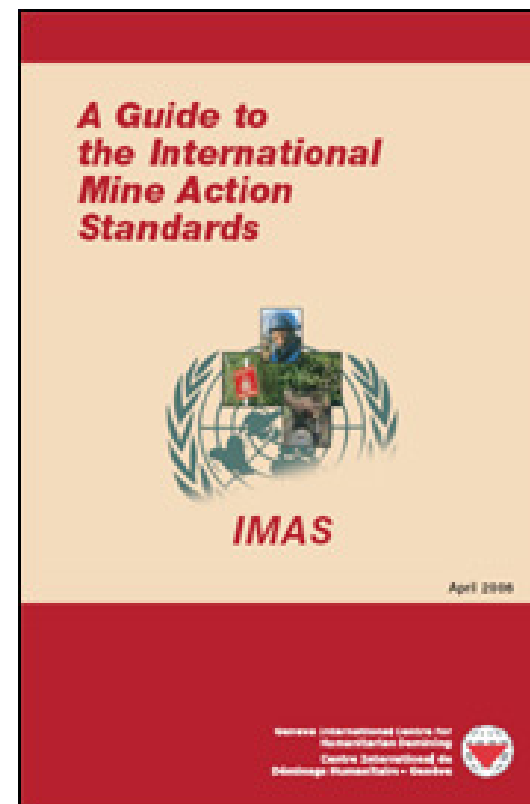
“.... the lack of national management capabilities is one of the biggest challenges facing mine action programmes, and is central to the task of developing an indigenous mine action capability”





International Mine Action Standards

- 1998: original UN mine clearance standards published
- 2001: International Mine Action Standards published
- 2003: UN meeting in Copenhagen on mine action quality

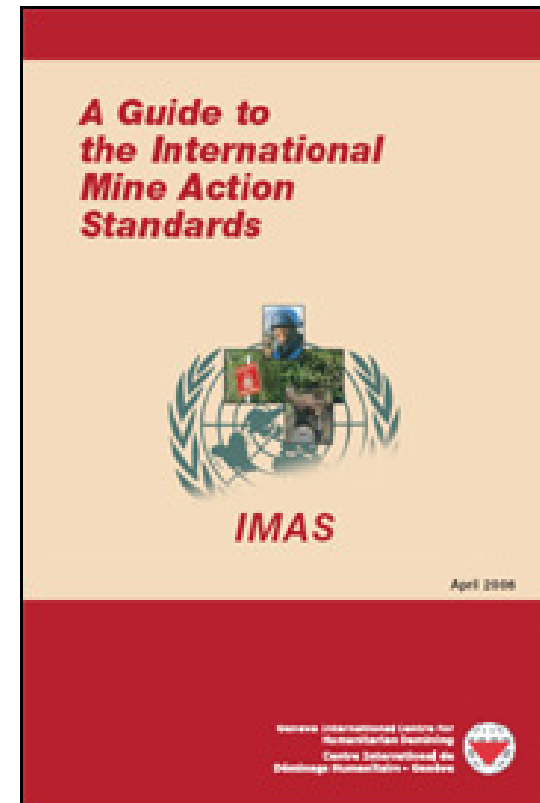




Quality Assurance and Quality Control

International Mine Action Standards state:

“.... that the purpose of quality assurance is to confirm that management practices and operational procedures for mine action are appropriate, and will achieve the stated requirement in a safe, effective and efficient manner.”



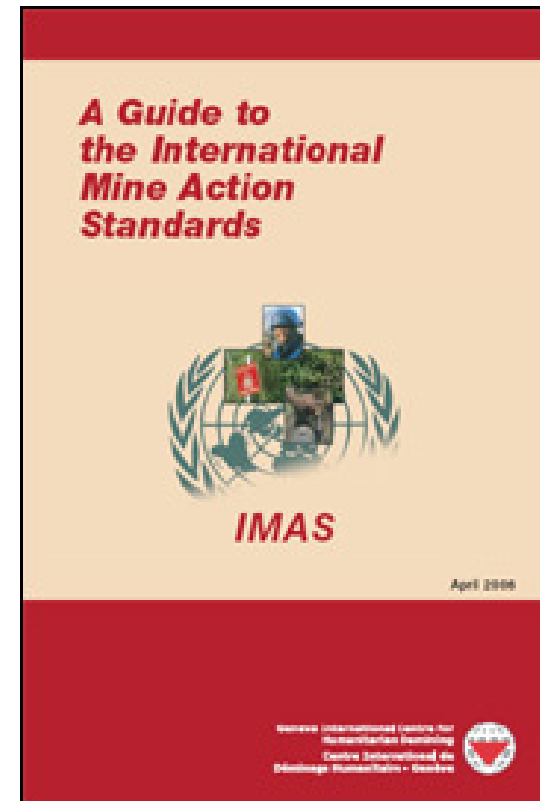


Quality Assurance and Quality Control

International Mine Action Standards state:

“.... quality control relates to the inspection of the finished product

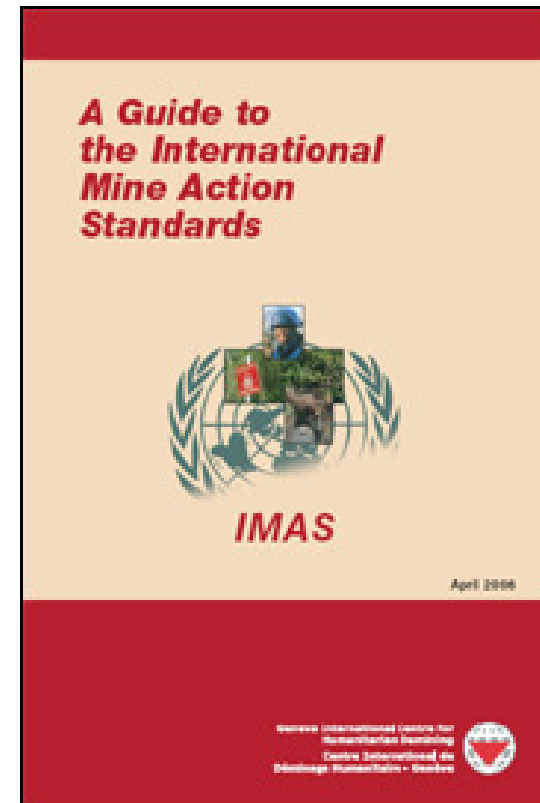
“.... in the case of humanitarian demining, the ‘product’ is safe cleared land.”





Performance Measures

- Achieving performance is important in mine action
- Currently there is no consistency in how performance measures are applied to mine action
- An international workshop in Afghanistan confirmed the need to develop standard performance indicators for mine action





Cranfield University Study

- (1) Define the requirements for quality management in mine action
- (2) Review existing quality management practices in mine action
- (3) Evaluate models of quality and performance
- (4) Develop guidelines for the use of quality management in mine action





AIMTEIC: a case study

- Afghanistan is the most mine-affected country in the world
- Cranfield University has been responsible for the training of Afghan mine action managers since 2001





AIMTEIC: a case study

- In 2003, Cranfield University with a local Afghan NGO established a Mine Action Management Academy in Kabul
- Cranfield University provides a full-time senior advisor to the Academy in Kabul





AIMTEIC: a case study

- In 2006, the Afghan Institute of Management, Training and Enhancement of Indigenous Capacity (AIMTEIC) was formed
- Cranfield University has been working with AIMTEIC to identify its business processes
- Based on ISO 9001: 2000 framework





AIMTEIC: a case study

- In May 2007, AIMTEIC was awarded ISO 9000 certification
- Certification was achieved through the United Kingdom's Accreditation Service (ACAS)





Conclusions

- Quality management systems such as ISO 9000, the European Excellence model or Six Sigma are relevant to the humanitarian and development sectors.
- Guidelines need to be developed for each sector
- Management training courses on quality management need to be developed for each sector



Questions?