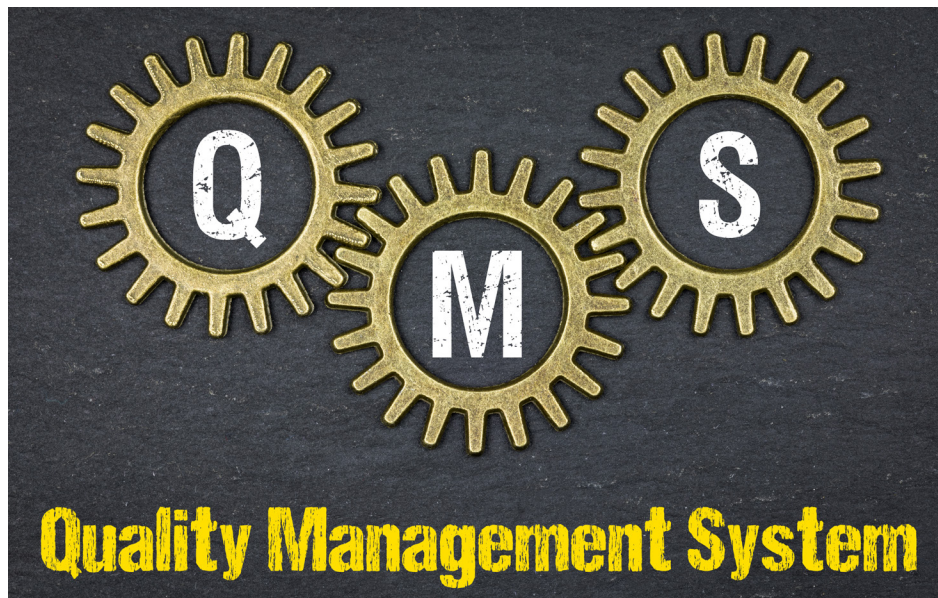




Turning Compliance into Competitive Advantage: The Power of a Quality Management System for Missouri's Cannabis Operators

As a Licensed Cannabis Operator in Missouri, a Quality Management System (QMS) isn't merely a regulatory hurdle—it's an opportunity, a ticket to increased efficiency, lower operational risk, and unparalleled customer satisfaction. With a state-imposed timeline for your facility to implement a QMS, it can feel like a mountain to climb, but with strategic planning and an experienced partner, this process can revolutionize your operations.

At its core, a QMS is a system that records and governs the policies, procedures, and controls necessary for your company to deliver high-quality products and services consistently. A proficient QMS is more than a regulatory obligation—it's a strategic tool that intertwines compliance with your Standard Operating Procedures (SOPs), stimulates continuous operational improvement, and boosts customer satisfaction. The aim is a well-oiled machine, where every cog, from procurement to customer service, works in harmony to deliver the high-quality experiences your customers expect.



The QMS is designed to enhance the efficiency and consistency of your processes. When customers know what to expect from your company and receive consistent, quality experiences, it fosters brand loyalty and attracts new customers as your market share grows.

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Selecting a QMS provider is an important decision. Missouri regulations list several published systems as an example and at The Advisory Academy, we strongly recommend implementing a QMS based on The International Organization for Standardization (ISO 9001:2015). Not only is ISO an internationally acclaimed leader in standards, but it is also comparatively straightforward to implement, which our Learning Experience Platform (LXP) integrates with your business operations.

Every year, millions of employees across the globe receive training to implement ISO 9001:2015 certified procedures in operational facilities. A 2021 ISO survey revealed that over a million companies held valid certificates for ISO 9001:2015 standards, implemented across more than 1.4 million different facilities. The widespread adoption of ISO 9001:2015 underlines its utility and effectiveness.

Standard	Total valid certificates	Total number of sites
ISO 9001:2015	1,077,884	1,463,153
ISO 14001:2015	420,433	618,384
ISO 45001:2018	294,420	374,292
ISO IEC 27001:2013	58,687	101,794
ISO 22000:2005&2018	36,124	42,937
ISO 13485:2016	27,229	38,503
ISO 50001:2011&2018	22,575	57,019
ISO 20000-1:2011&2018	11,769	13,998
ISO 37001:2016	2,896	7,982
ISO 22301:2012&2019	2,559	6,053
ISO 39001:2012	1,285	2,357
ISO 28000:2007	584	1,106
ISO 55001:2014	488	1,993
ISO 20121:2012	253	712
ISO 29001:2020	157	795
ISO 44001:2017	136	186

<https://www.iso.org/the-iso-survey.html>

The Advisory Academy's QMS software, designed with commercial operators, aims to effortlessly integrate an ISO 9000:2015 based QMS into licensed marijuana operations.

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Let's look at Dell Computers as an example from another industry. When Dell used a custom software management system to implement ISO 9000 standards in one of their struggling divisions, their leadership team laid out clear directives and emphasized adherence. This leadership engagement in their management system directly led to tremendous outcomes within a year, including a 40% business growth, a significant turnaround from operating loss to profitability, a reduction from five manufacturing facilities into two, with total decrease in manufacturing costs by 15%, which was followed by a reduction in out-of-box defect rates from 28% to 7.3%.

The real highlight here is not just the impressive results but the underlying factor that made them possible – top management commitment.

A study conducted on another survey of ISO-certified manufacturing companies found a significant correlation between management commitment and performance indicators such as design performance, operating performance, and customer relationships in ISO 9001 certified manufacturing organizations. Statistical analysis showed that increased leadership commitment corresponded to enhancements of 51.2%, 52.2%, and 50.0% in design performance, operating performance, and customer relationships, respectively.

These findings underscore the importance of fostering leadership commitment to QMS, which can catapult performance, improve customer relationships, and give you a sustainable competitive edge. This is especially crucial in the increasingly competitive marijuana business landscape, where quality and customer satisfaction are game changers.

Understanding the pivotal role of management commitment, The Advisory Academy's software platform empowers organizations to assign critical leadership roles in the QMS process and monitor the progress of their teams. Founded by industry operators and organizational development experts, our custom QMS software provides you with a framework for formalizing your compliance and standardizing your processes. Continuous improvement is a journey, not a destination, and it requires clear direction, which is exactly what we provide.

Setting ourselves apart, The Advisory Academy exclusively focuses on Licensed Marijuana Operators. We offer a "best-in-class" Learning Experience Platform (LXP), fully customizable documentation for licensed marijuana operators, and a QMS coaching team to help your team with their QMS transition. Our team, with decades of experience in commercial operations, corporate coaching, and organizational development, understands the unique challenges and opportunities in the marijuana industry. Our goal is to transform QMS from a regulatory box to check into a comprehensive advantage for licensed operators in Missouri.

Ready to turn compliance into your competitive advantage?

Contact our team of experts at

(314) 262-9676

or visit us at

www.theadvisoryacademy.com

to schedule a consultation today

