

QUALITY SYSTEM ACCORDING TO ISO 9000

What is ..

STANDARD - a document for general and repetitive use, made by consensus and approved by an accredited institution, containing rules, instructions or properties of activities or respective results, guaranteeing the highest level of organization under given circumstances.

CERTIFICATION- refers to the issuing of written assurance (the certificate) by an independent, external body that has verified that products, processes or services conform to the specified requirements. Assessment on compliance with regulations and norms.

Standard:

ISO 9001 Quality System – requirements.

The most recent revision of ISO 9001:2000, till 2004 superseded ISO 9001,9002 and 9003 dated 1994.

ISO 9001:2000 Requirements:

4	Quality Management System	6.4	Work environment
4.1	General requirements	7	Product realization
4.2	Documentation requirements	7.1	Planning of product realization
5	Management responsibility	7.2	Customer-related processes
5.1	Management commitment	7.3	Design and development
5.2	Customer focus	7.4	Purchasing
5.3	Quality Policy	7.5	Production and service provision
5.4	Planning	7.6	Control of monitoring and measuring devices
5.5	Responsibility, authority and communication	8	Measurement, analysis and improvement
5.6	Management review	8.1	General
6	Resource management	8.2	Monitoring and measurement
6.1	Provision of resources	8.3	Control of nonconforming products
6.2	Human resources	8.4	Analysis of data
6.3	Infrastructure	8.5	Improvement

If you say, "**We have the ISO 900x certificate**" it means that you have organized and documented your company processes and operation according to the quality system standards and have these audited and confirmed by an independent certification institution.

By doing so, you have declared your:

"Constitutions" Quality Control Manual

"Law" Procedures

"Rules and directives" Instructions

Your customer knows that:

- you are familiar with quality system principles and requirements
- you document and check goods, services and process provided by both your company and your suppliers
- you can prove your quality at all times

Why ...

- If you have available two suppliers of the same or similar characteristics, offering goods, products or services, which one would you choose: the one with or without a certificate?
- Which company is easier to be checked/learned about, the certified or the uncertified one?
- Which criteria will a foreign customer apply when choosing a partner?
- How a company can be distinguished among thousands of other companies on home and foreign markets?
- How to win recognition at home and foreign fairs?
- Is certification sufficient for media presentation in your town, county, professional and business fields?

How and when to start

The implementation of a quality system and the award of the certificate take 4 to 12 months in average. The existing organizational structure, personnel competency, available technical procedures, instructions and records, engaging external consultants are some of the elements influencing the duration of building a quality system.

The introduction of the quality system and winning the certificate can be divided in the following phases:

- preparative activities - analyses of a company, processes, functions and jobs as well as personnel training
- building a documented system - defining jobs, procedures and documentation as well as elaboration of the system
- implementation of the system - introduction of the quality system into company operation and internal audits
- certifications - external independent audit

These define cost classes as well:

1. Training costs
2. Own resources engagement costs (time and human resources)
3. External consultants costs
4. Certification costs

Except the certification costs, which depend on company size, all other costs can vary considerably depending on method of introducing a quality system:

- focus to own resources with minimal engagement of the external ones, however including internal costs for human and other resources
- focus to consulting company with minimal internal costs, involving external services costs

The right decision is determined by:

- company size and business orientation
- own human resources availability and costs
- consultant quality, experience and costs

Company's available resources, a person available to be appointed to quality and engagement of external and in house human resources are planned within an exactly defined period.

Along with organizational and technological impacts, quality system results in considerable marketing effects, and therefore it is useful to consider the following in respect to commencement and duration of the implementation of the quality system:

- resources available in company and personnel chosen in the target period, i.e., total costs
- obtaining certification in the view of forthcoming fairs, professional and business presentations, entering new markets, presentation to both old and new business partners

Who ..

Selection of the certification and consultant house should be based on a variety of elements, such as: certificate worldwide acknowledgement, field of specialization, quality training, references, price, ...

ADRIA KON is a consulting company cooperating with several certification houses, engaging expert consultants in all branches of industry and cooperating with other specialized consultant companies and technological centers, such as **Technology and Innovation Center Rijeka** and **Technology Transfer Center Zagreb**.

ADRIA KON has been consulting more than 35 Croatian companies in various fields:

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|-------------------------------|---------------------------------|----------------------------------|
| - civil building | - IT (HW and servicing) | - security |
| - geodesy and design | - real estate management | - wholesale markets |
| - forwarding | - traffic signalization | - paint and varnish production |
| - medical laboratories | - grinding products | - demining |
| - civil building laboratories | - truck upgrade | - foundries |
| - production of chains | - truck cranes | - power supply cables |
| - shipbuilding subcontractors | - distribution of alu. profiles | - hotel management |
| - wholesale | - aluminum carpentry | - automobile sales and servicing |
| - IT (SW) | - coffee roasting house | |

European Bank for Reconstruction and Development and Ministry of crafts, small and medium sized enterprises granted non-repayment subsidies, covering 50% of system implementation and certification costs, to **12** companies.