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Quality management – the key to success

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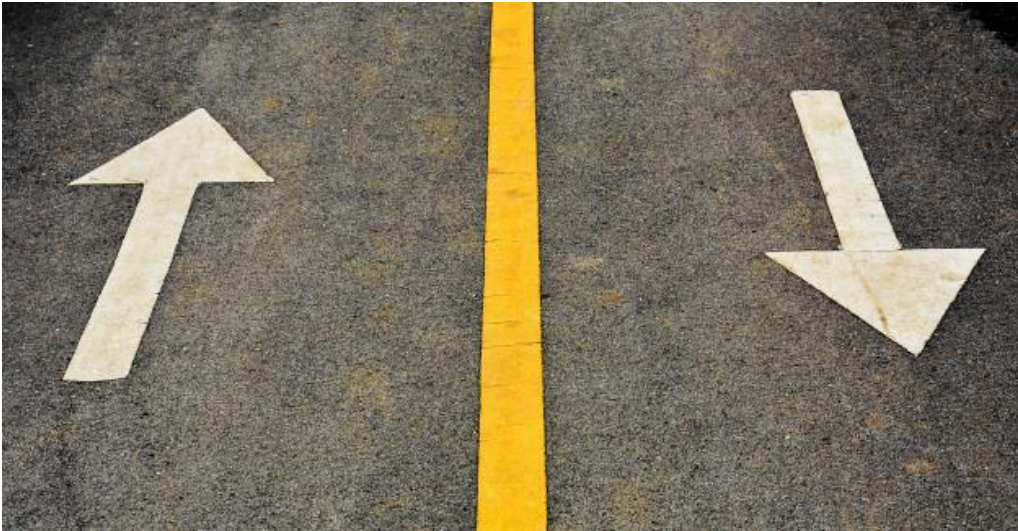


Photo: Freepik

"Every path has two directions."

Moldavian saying

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What does the market want, what does the customer want?

 Reliability

And what does reliability mean?

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Reliability = Safety + Quality

- Safety = Technical safety + Occupational health and safety
- Quality = Quality of products/services + processes

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Safety

- technical safety, especially for systems, equipment and tools
- hazardous substances
- environment & resources
- occupational safety and health protection

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Quality

- quality of products/services
- product safety & liability
- quantities & delivery times
- information & communication
- documentation & traceability
- reliability of subcontractors/suppliers



only
a (management) system
can help to control it all

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What do you need for success?

Basically only three things:

- true information from the market and from the clients
- trained employees, responsible people, capable managers
- an overview and a system of processes and regulations

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The challenge: a system of processes and regulations

- As much as necessary, as little as possible.
- Get an overview of customer requirements, development, production, support services, product delivery.
- Describe all important steps and interfaces.
- Use an international standard (ISO 9001, IATF 16949, ...).

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Awareness

- To be conscious of one thing means to see it.
- Consciousness must be present in all who work on a goal.
- Only what is conscious, you can change.
- If you become aware of things, you can recognize them better.



Photo: Scinexx

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Last but not least: Information, knowledge, know how

- If the system works well, everyone in the company must know it.
- Different positions require different levels of knowledge.
- The knowledge must always be kept up to date.



Photo: proplanta

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At your service – just contact us!



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Thank you so much.

We wish you lots of good ideas and contacts in this event.