



QUALITY IN PRODUCT AND IN MANAGEMENT

A Change Project for the Improvement of
Organizational Effectiveness by Means of Total Quality
Management Techniques

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Project Mission

Continuous improvement of the organizational effectiveness

by systematic voluntary involvement of the human resources

for the ultimate satisfaction of the customer.

Project Objective

The ultimate objective of all organizational change projects is customer satisfaction.

The new customer-focused and systematic organizational structure will be the foundation of sustainability of the company's growth and endurance.

Two Pillars of Organizations

- Human

- Effective management of Human Resources Processes.

- System

- Strategic Design and Management of Business Processes in line with the Modern Business Models and International Standards

Human Resources Processes

- Analysis of Human Resources Processes and Planning for Improvements
 - Search and Selection
 - Staffing
 - Performance Management
 - Compensation
 - Training & HR Development

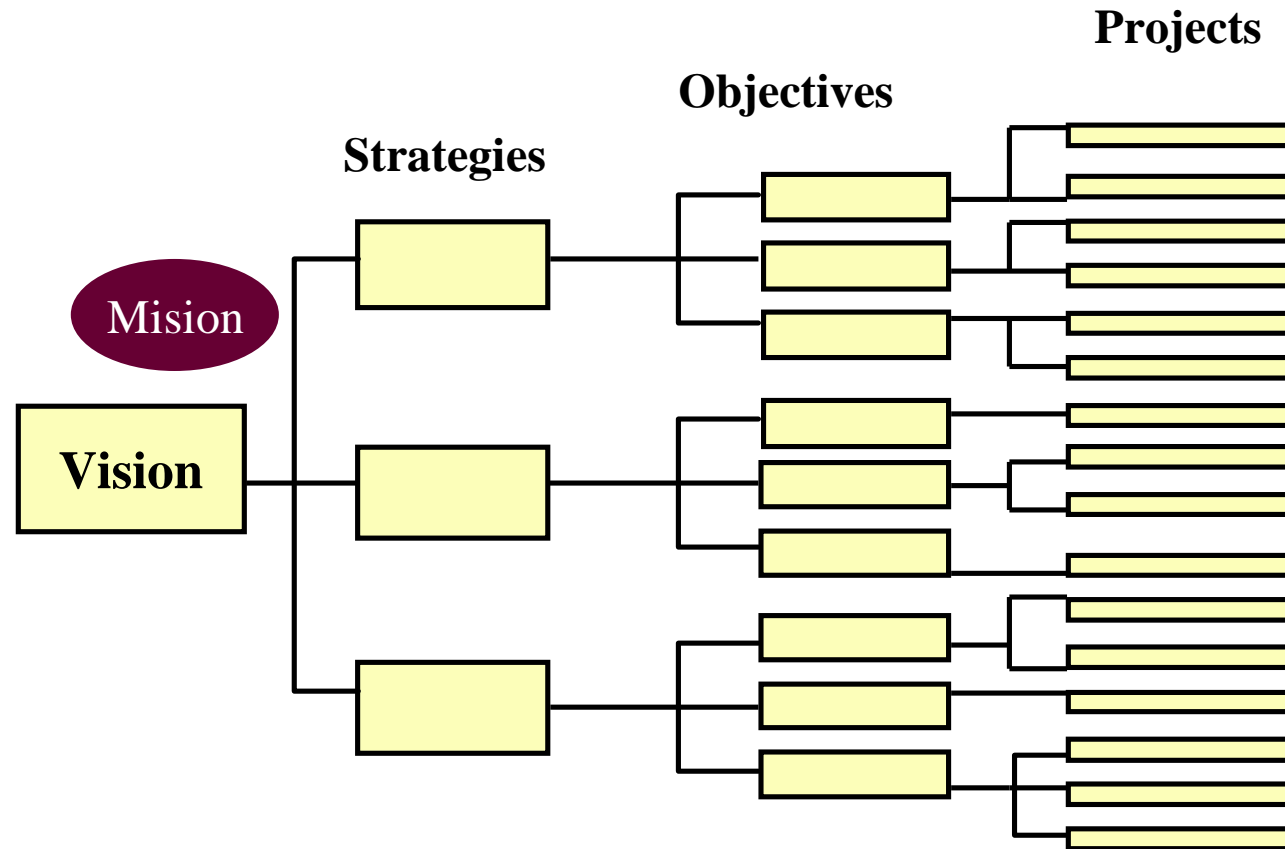
Quality System Standards

- Analysis of Management Systems Against ISO 9001 Standards
 - Documentation
 - Certification
- EFQM Excellence Model
 - Kalder Membership
 - National Quality Movement

Information Systems

- Assessment of the current systems and Suggestions for improvements
 - Document Management
 - Workflow Management
 - ERP
 - Intranet
 - Effective Communication

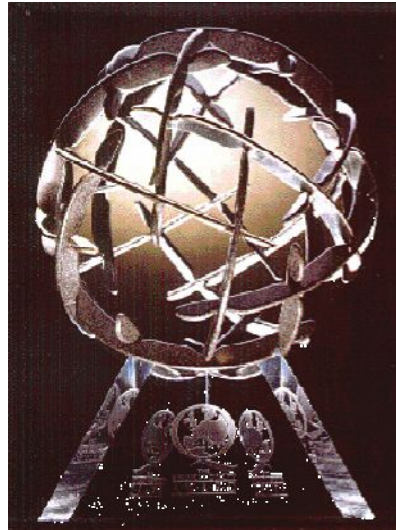
Strategy Deployment



Key Areas

- Strategic management
 - Strategic Planning
 - Budgeting
- Production Planning
 - Materials Planning
 - Efficiency and Cost Control
- Total Quality
 - ISO 9001
 - EFQM Model
- Human Resources
 - Strategic Approach
 - Organizational Effectiveness
 - Company Policies and Procedures

HRM – Best Practises



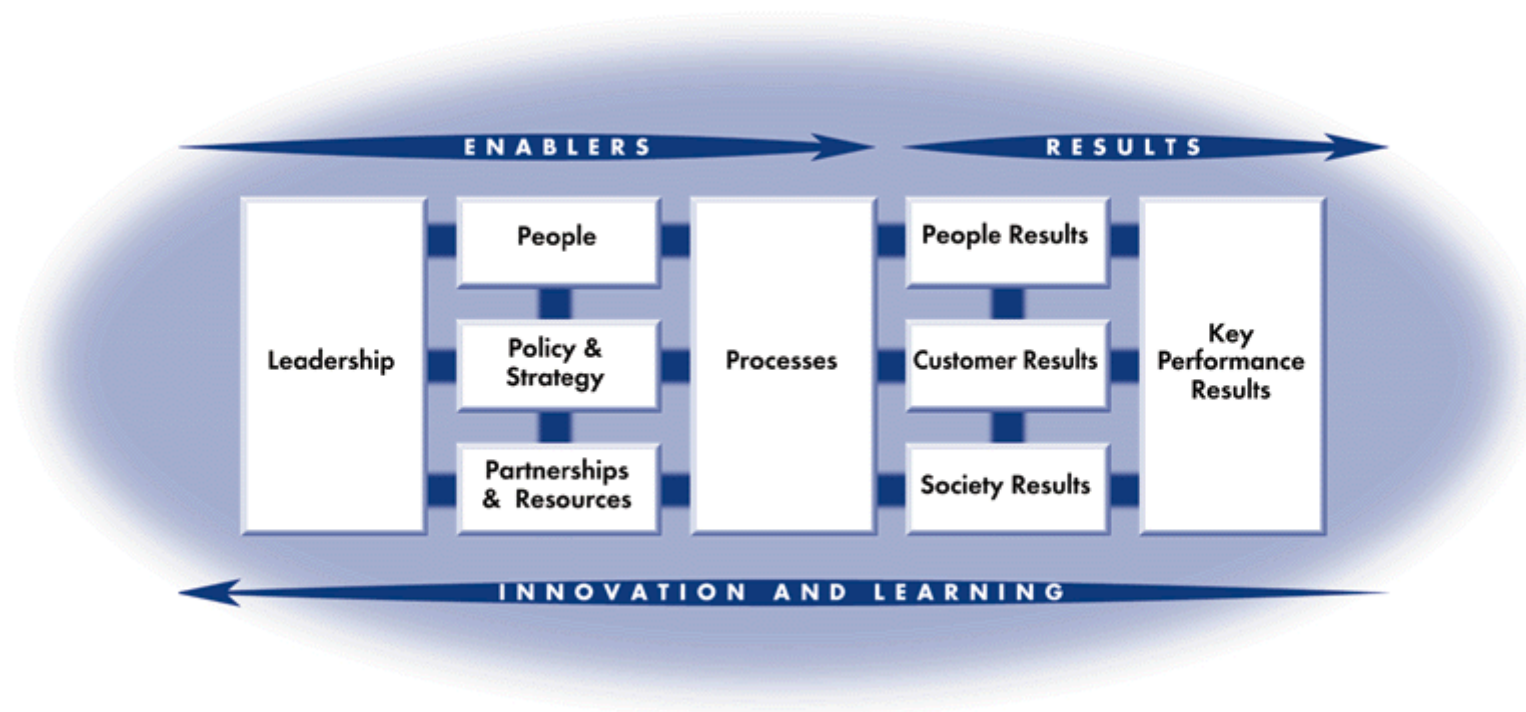
Total Quality - Models



Total Quality - Techniques

- PDCA
- Quality Circles
- Statistical Process Control
- Business Process Reengineering
- Lean Manufacturing
- Total Productive Maintenance
- Kaizen – Continual Improvement
- 5S
- FMEA

EFQM Model



Total Quality Organization

