Implementation of quality management

Added value for customer

- Apart from possible certification, especially optimization of process and product quality
- Consultant experience from many similar projects
- Simple and straightforward project control
- Objective-oriented project design and availability of examples contribute to cost saving
- Limitation of documentation to necessary amount

Objective

Introduction of a functioning quality management system (ISO 9001, EFQM, VDA 6.1, VDA 6.2, VDA 6.4, IATF 16949, DIN EN 15224, KTQ, pCC, E-Qalin, QReha, Q2E, EduQua)

Contents

Installation of a management system according to

- ISO 9001
- EFQM
- VDA 6.1, VDA 6.2, VDA 6.4, IATF 16949
- DIN 15224, KTQ, pCC
- E-Qalin, QReha
- Q2E, EduQua

Example

- Basic analysis including actions catalogue
- Kick-off event to create awareness among employees
- Supply of documentation examples for individual adaptation
- People qualification (workshops, trainings)
- Facilitation of potential workshops
- Performance of internal audits
- Obtaining quotes and support in selecting a suitable certification body

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Implementation of occupational safety management

Added value for customer

- Apart from possible certification, especially optimization of occupational safety
- Consultant experience from many similar projects
- Simple and straightforward project control
- Objective-oriented project design and availability of examples contribute to cost saving
- Limitation of documentation to necessary amount

Objective

Introduction of a functioning occupational safety management system (after consulting, the system can be maintained by the organisation without additional support).

Contents

Installation of a management systems according to

- SCC
- OHRIS
- OHSAS 18000

Example

- Basic analysis including actions catalogue
- Kick-off event to create awareness among employees
- Supply of documentation examples for individual adaptation
- People qualification (workshops, trainings)
- Facilitation of workshops
- Performance of internal audits
- Obtaining quotes and support in selecting a suitable certification body

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Installation of an integrated management system

Added value for customer

- Apart from possible certification / validation, especially optimization of product and process quality, of environmental protection in the organisation as well as occupational safety
- Consulting experience from many similar projects
- Simple and straightforward project control
- Objective-driven product design, exploitation of synergies and availability of examples contribute to cost savings
- Lean documentation

Objective

Introduction of a functioning integrated management system (after consulting, the system can be maintained by the organisation without additional support).

Contents

Installation of a management system according to

- ISO 9001:2000
- ISO 14001 and / or EMAS II (Eco-Management and Audit Scheme)
- SCC, OHRIS or OHSAS 18000

Example

- Basic analysis including actions catalogue
- Kick-off event to create awareness among employees
- Supply of documentation examples for individual adaptation
- People qualification (workshops, trainings)
- Support for preparation of documentation
- Facilitation of workshops
- Conducting internal audits / environmental audits
- Obtaining quotes and support in selecting a suitable certification body / EMAS verifier

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Process management

Added value for customer

- Transparent interrelationships between all processes and activities
- Systematic approach to effectiveness and efficiency of processes: cost minimization through focussed use of resources
- Systematic, early identification of need for action in strategic and operative areas
- Reduction of measures to an efficient and effective minimum

Objective

Establishment of a system for the systematic design and proactive management of all business processes.

Contents

- Qualification and awareness for all employees
- Basic analysis of strategic and operative processes
- Development of a process map for the organisation
- Determination of process owners
- Development of individual processes taking opportunities for optimisation and suitable measures into account
- Re-structuring of processes and IT tools, if necessary
- Project review

Example

- Certified organisation with 100 employees
- Volume of external service: 20 days

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Productivity increase workshop (continual improvement process)

Added value for customer

- Awareness of employees for entrepreneurial thinking and waste
- Savings in costs and resources in production and administration
- Fulfillment of requirements from VDA 6.1, IATF 16949 as to continual improvement and quality awareness

Objective

Development of actions to streamline work processes including the evaluation of cost cutting potentials and awareness for waste.

Contents

Costs in the structure of an organisation today; create cost transparency / identify cost cutting potential

- What does a specific service / administrative activity cost?
- Separation of activities into value-adding and non-value-adding
- Embed results within lean production concept
- Influencing costs in production, production and in the departments
- Identifying cost cutting potential in the production process
- Monitoring of potential productive hours
- Reduction of fragmented work processes through teamwork
- Create production cells with a wider range for disposition and decision, introduction of self-monitoring
- Optimise use of resources

Example

- 2-day workshop with up to 15 participants
- 1st day: focus on awareness
- 2nd day: focus on identification of opportunities for improvement and „homework“, e. g. data collection, researching information, etc.
- 3rd day: definition of actions at a later date

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Office CIP: Continual improvement for administration and offices

Added value for customer

- Systematic reduction of operating costs
- Improved customer focus (internal, external)
- Creation of awareness for waste in administrative activities

Objective

The participants are familiar with procedures to identify waste and opportunities to improve performance in the office. They are able to apply CIP methods and tools in their own area.

Contents

Success factors for effective office work

- customer expectations towards administrative and office activities (availability, competent information, friendliness, reliability, transparent administration of information …)
- conditions for lean-office management

Identification of potential for rationalization in processes

- types of waste in offices
- working with checklists
- identification of redundant and faulty activities

Tools to add value in the office

- tools for order and structure (including archiving information, relaying of information, monitoring of actions, …)
- multifunctional organisation planning and teamwork including capacity planning, self management, optimization of competences …)
- visual office

Example

- 0.5 days: awareness and customer focus
- 1.5 days: tools and their application in practice

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