

Project: Consultancy for process improvement and preparation for ISO 9001: 2015 implementation

Client: manufacturer of plastic injected parts

(western area of the country, up to 50 employees)

Project objectives:

Support for process improvement and preparation for the implementation of the ISO 9001:2015 standard

Initial situation:

The client produces and assembles plastic injected parts, being in a continuous diversification of the product range, which leads to an increase in production volumes. Also, the client is reorganizing the processes for the future implementation of the ISO 9001:2015 standard. The major challenge he faced, was the lack of experience of the staff in terms of production processes and the requirements of a Quality Management System.

Main activities:

1. Familiarization with the client's processes, asses the initial situation and gaps in relation to the requirements of the ISO 9001 : 2015 standard
2. Definition and monitoring implementation of the action plan for the improvement opportunities identified according to the ISO 9001 : 2015 standard
3. Familiarization and training staff, including the Top Management team, with the requirements of ISO 9001:2015
4. Review and improvement of the production process – documentation, necessary controls, personnel skills, general aspects regarding the organization and cleanliness of the workplace

Results:

1. Definition of the future processes necessary for a Quality Management System according to ISO 9001:2015, the connections between them and of the responsibilities over those processes
2. Successful implementation of the opportunities identified for existing or newly defined processes, especially the ones related to the production processes.