



MONDOR MANAGEMENT

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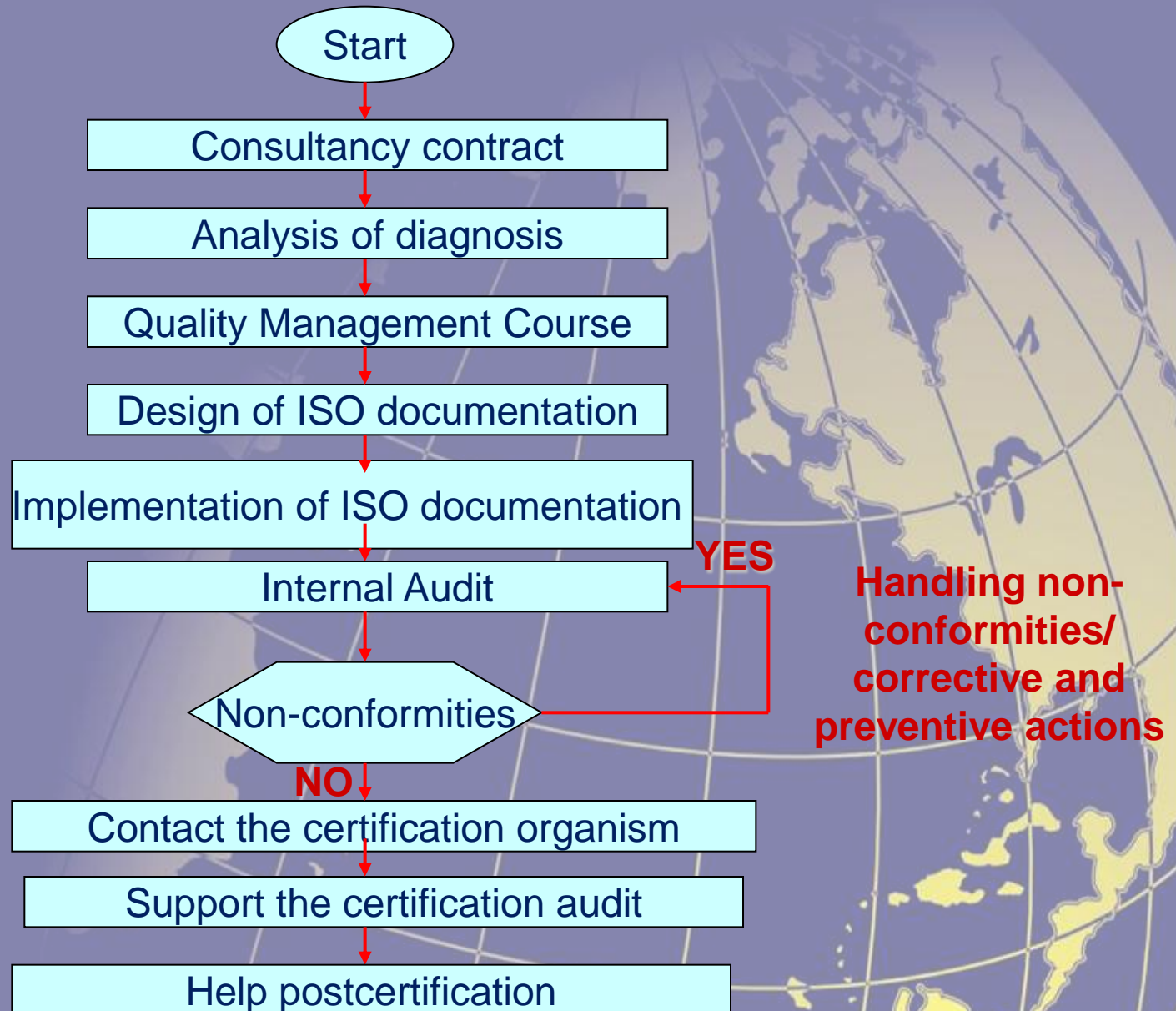
Mondor Management offers consulting services for planning and implementing quality management system, environmental management, safety and health management, information security management and also monitoring and continuous improvement of these systems.



CUSTOMER ADVANTAGES

- internationally recognized certification;
- fulfilling the condition of being certified imposed by customers/suppliers;
- guarantee of the quality management system for potential customers;
- increasing credibility in product quality and/or service;
- opening to new markets;
- opportunity to participate in tenders;
- creating framework for continuous improvement;
- increasing turnover;
- optimizing productivity;
- customer satisfaction in continuous growing;
- documented and controlled activities;
- reducing costs through resource efficiency;
- consistency quality product/service and compliance with legal requirements;
- a conceivable definition of responsibilities and authorities.

Stages of consultancy ISO 9001

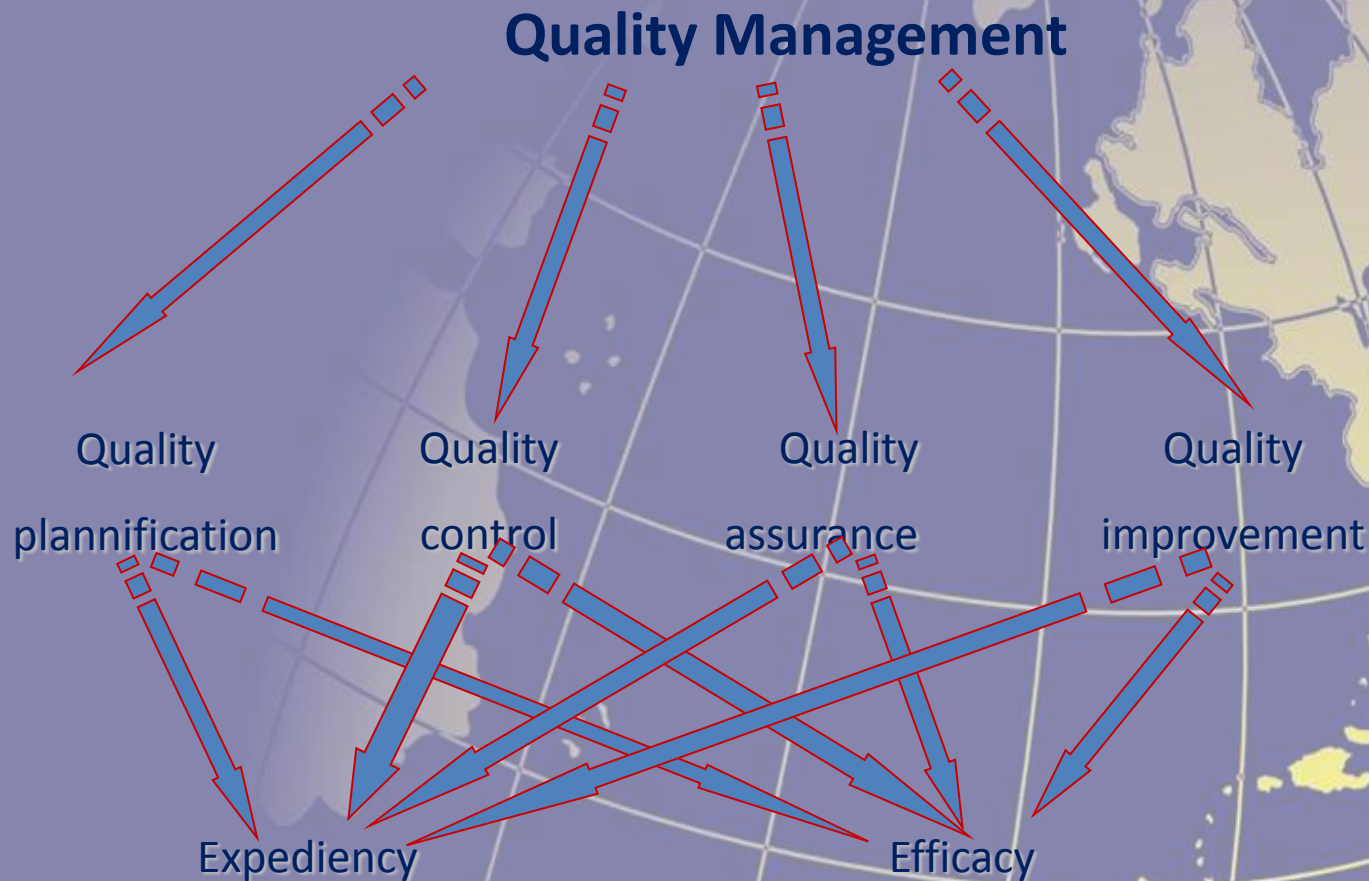


Principles of Quality Management

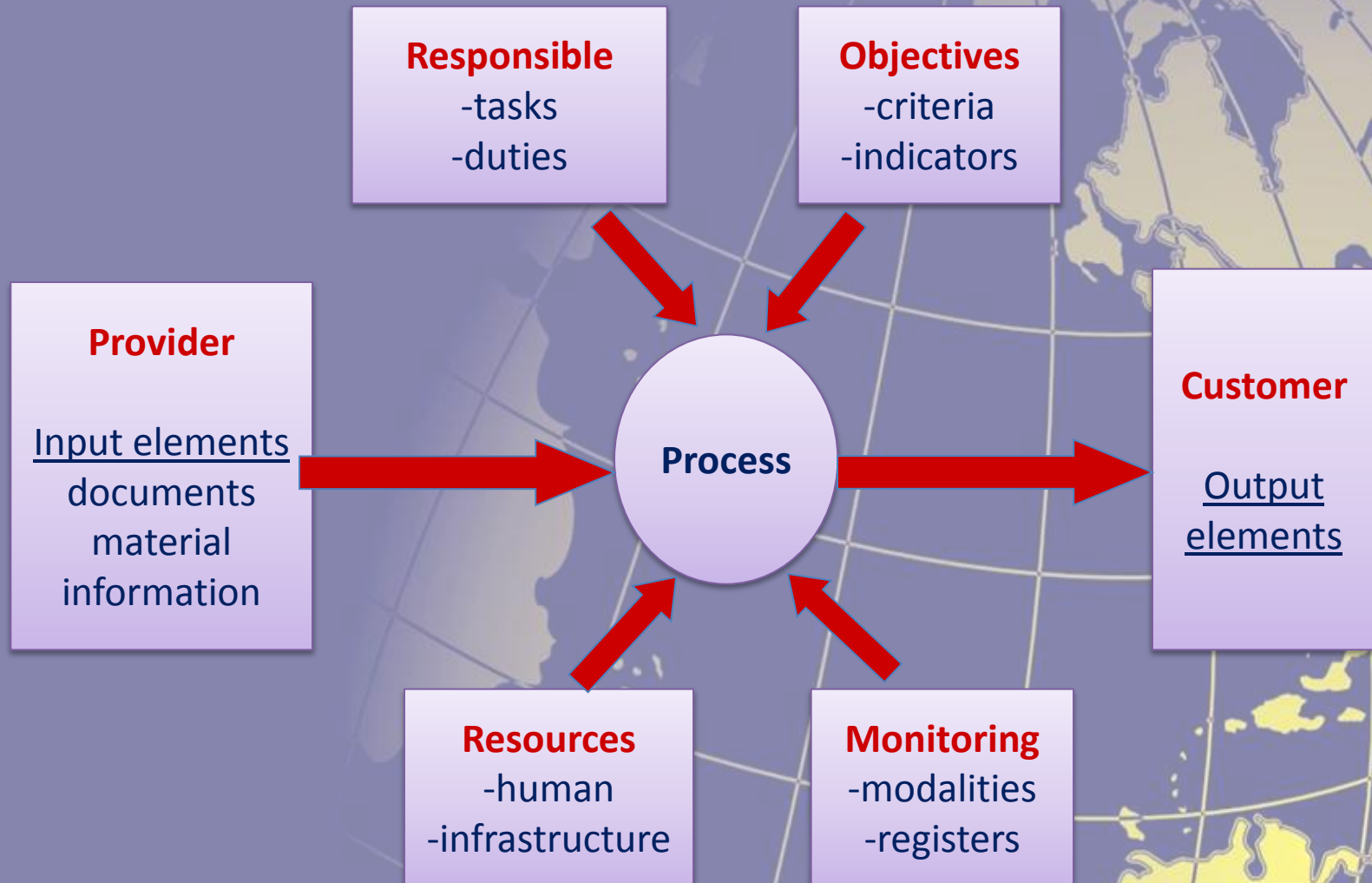
Quality management is based on applying the 8 principles which are key factors for successful business:

- customer orientation;
- leadership;
- employee involvement;
- process approach;
- addressing management system;
- continuous improvement;
- approach in making decisions based on facts;
- mutually beneficial supplier relationships.

Scheme of quality management



Processes elements



ISO 9001:2008 requirements to the processes of business management cycle

Defining mission (5.3)

Defining policy (5.3)

Setting goals (5.4.1)

**Determination of processes
(4.1)**

Processes management (4.1)

Operation processes (7)

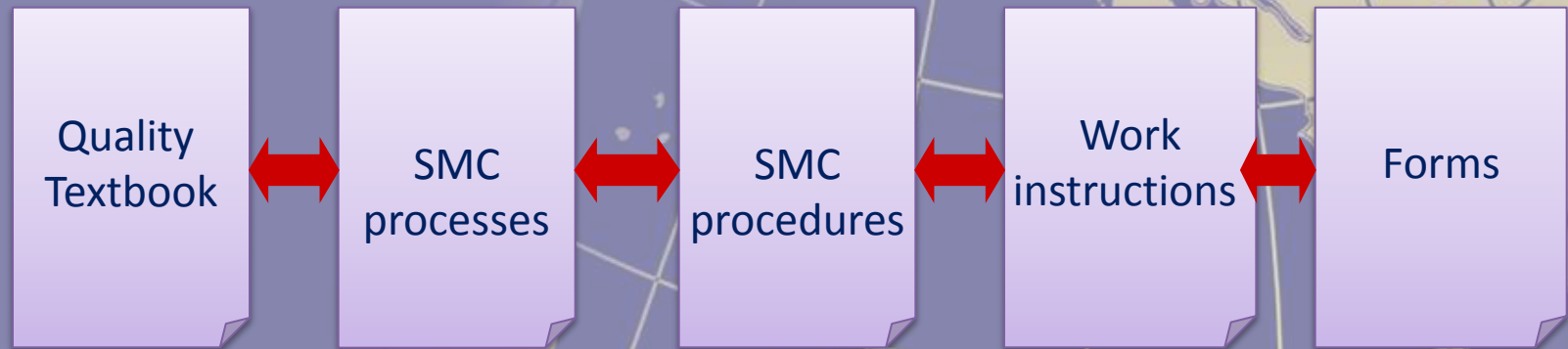
Improvement of processes (8.5)

**Performance analysis/review
(5.6)**

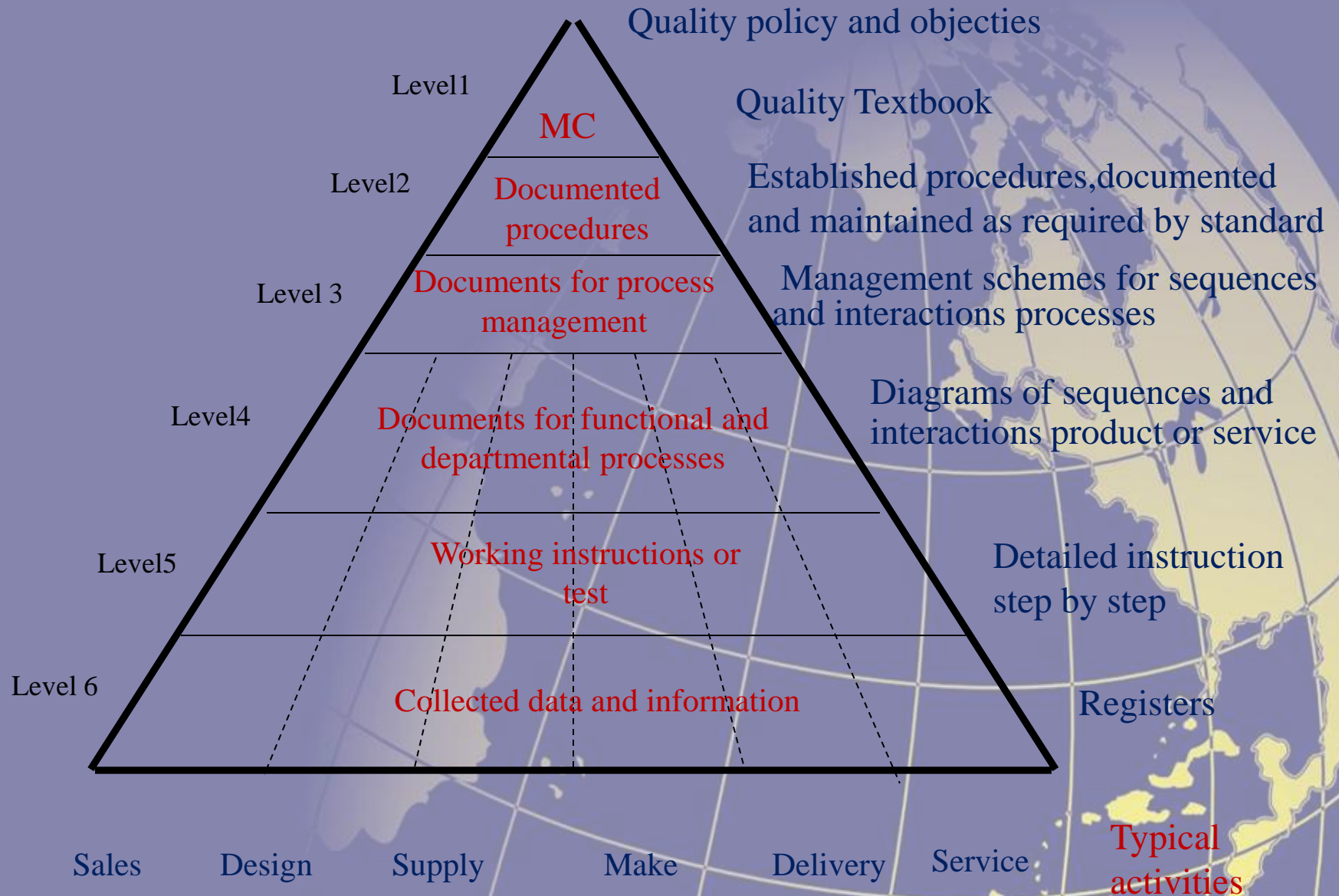
Processes analysis (8.4)

**Measurement of processes
(8.2.3)**

Quality Management system documentation

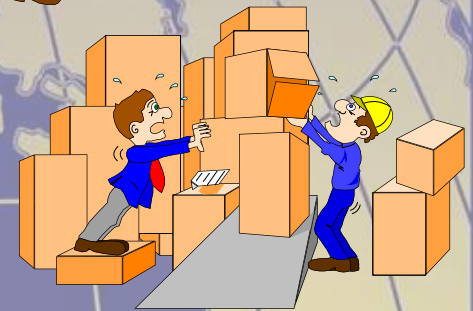


SMC DOCUMENTATION



Procedures

- Say what you do
- Do what you say, and when necessary
- Show what you did



Procedures



Procedures are as follows:

- purpose and scope;
- reference documents containing information that has been used to define the procedure;
- define specific terms used;
- how to place controls and processes
- forms/registers necessary.

Processes

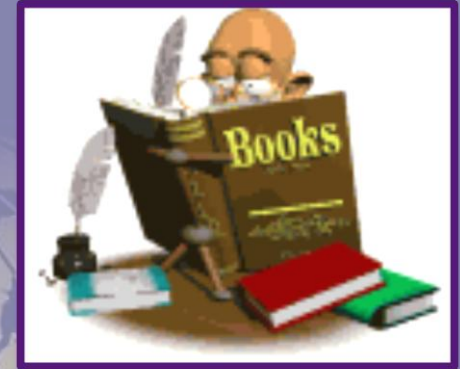


Process descriptions are a set of information presenting the characteristics at a level necessary to enable its effective management.

Each process is described as:

- process objectives;
- responsibilities for the process (who owns it);
- interfaces with other processes;
- conditions for the process input form: materials, equipment, skills, working method, environmental;
- set of process outputs as: products and services;
- flow activities: sequence of actions and decision making with identifying those responsible and interactions with other processes;
- performance indicators: indicators to be measured by the process of achieving goals.

Quality Textbook

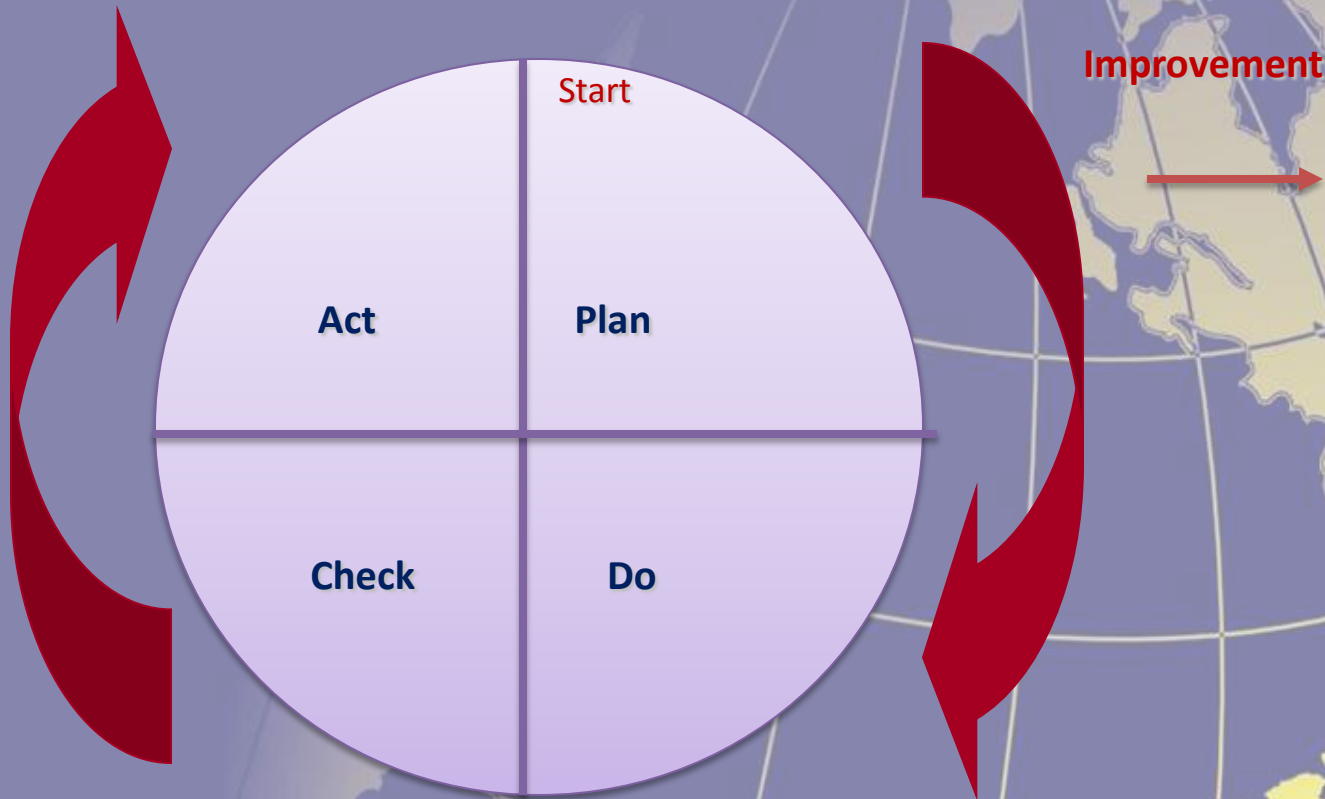


Quality Textbook is a document that defines an organization's management system.

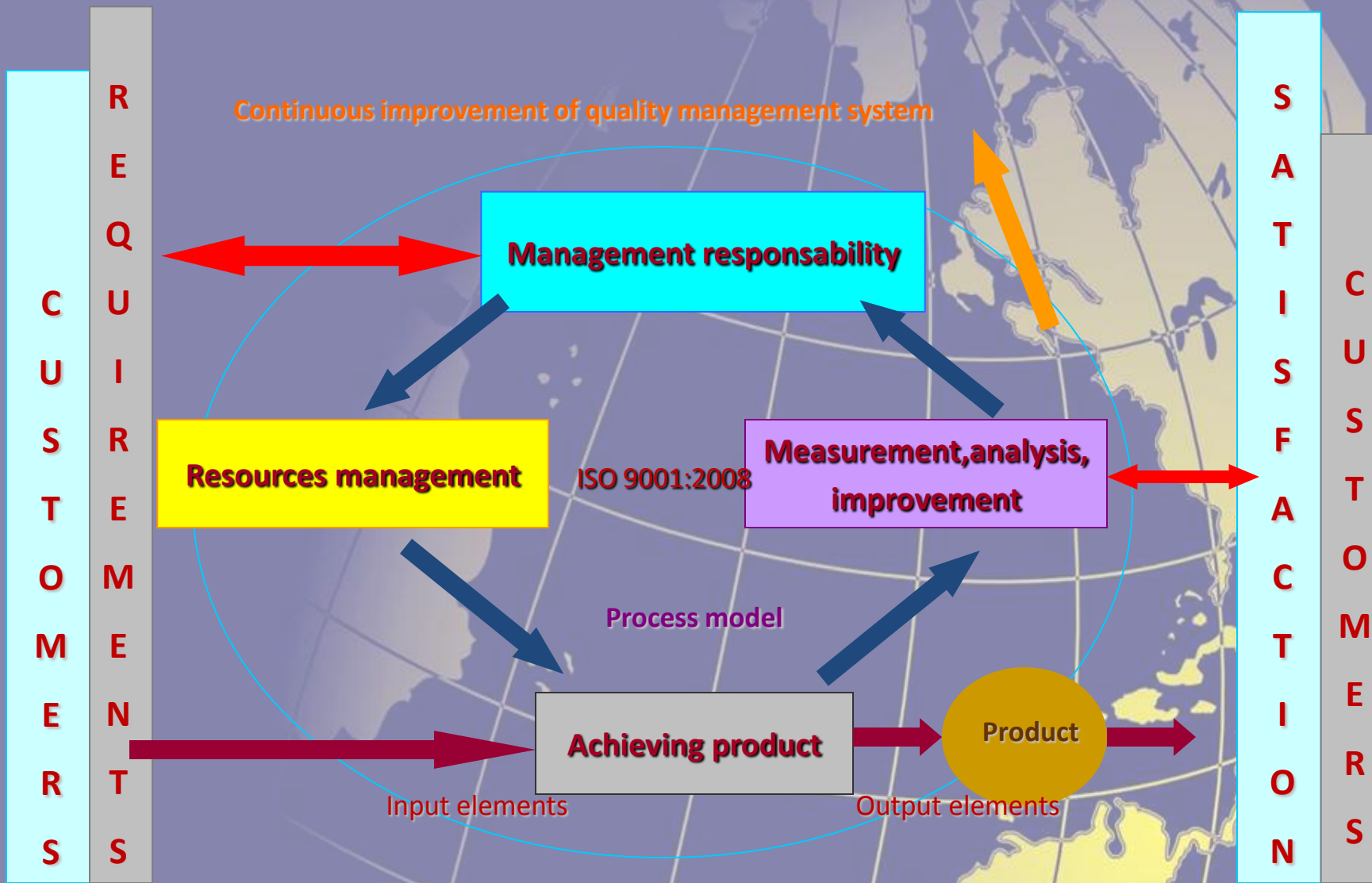
The textbook has several purposes:

- communicate the vision, values, mission, policies and objectives of the organization;
- shows how the system was designed;
- the link between processes;
- have responsibilities within the system
- is a means of training new employees;
- is an analysis of potential improvements;
- can be used to demonstrate compliance with standards and external regulations.

DEMING CYCLE



Customer oriented process model



**Choose Mondor Management and you
will have a quality management
system effectively and efficiently!**

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