

Simply EOQ

European Organization for Quality

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European Organization for Quality

- EOQ means... Europe + Quality
 - EOQ Networking activities
 - New Perspectives and Future of Quality Management
 - EOQ projects
 - Recognition of Competence
- 

EOQ Vision and Mission

Vision:

Europe's leading promoter of Quality

Mission:

Improve European society through the promotion of Quality in its broadest sense

European Organization for Quality

- The European Organization for Quality, EOQ, is an autonomous, non-profit association under Belgian law.
- EOQ was established in 1956 and its effective membership is comprised of national European quality organizations, affiliate members and individual members active around the world

EOQ Activities: Networking

- 40 Countries represented
- potential of 70000 stakeholders reached by its members and by certificate registration since 1993
- estimated 50000 Companies involved
- Over 100 events yearly organized mainly in June and during the European Quality Month November
- 60 EOQ congress: Helsinki 2016, June 1th and 2th
- European Quality Leader and George Borel Award

EOQ Networking: Qualification

Representation with its members as stakeholder
in activities with EOQ Schemes at

- Standardization: ISO, Casco, CEN
- International Personnel Certification Association
- Accreditation: European Cooperation for Accreditation (EA) and International Accreditation Forum (IAF)
- Coordination of the World Alliance for Quality (WAQ)

60th EOQ Congress

- www.quality2016.eu, Helsinki, June 1st & 2nd
- Creating fresh ideas (Snowden,...)
- Quality enables growth and competitiveness (Watson, Kano,..)
- Representatives of EFQM, ISO, IAQ, ASQ, ANQ,...
- European Quality Leader session
- China forum
- „Global Platform for Quality“ by International Trade Center

“Simply” Quality - Future

Statements:

- Change is accelerating (eg. population, transport, communication, branding...)
- Complexity is increasing
- Big Data, Industry 4.0
- Position of the Q Manager in the organization, available tools and methods
- Focus on Improvement/Assurance/Governance
- Quality of Work life (Sustainability)

“Simply” Quality - Future

Statements:

- Position of the Q Manager in the organization
 - strategic: organisation development
 - managements system design
 - operative (Q-Engineer)

The line between QM and QE is company individual
(Sommerhoff, DGQ)

“Simply” Quality – Future

- Statements:
 - Position of the Q Manager in the organization
 - What is Quality’s key deliverable...
 - Past Q: evaluation
 - Future Q: reliability and safety
 - Maintaining/protecting the organisation’s

REPUTATION

Feary (CQI): the profession does not reach the C-Suite

Future of Q Management

- Interesting developments/literature:
 - B. Sommerhoff (DGQ, EOQ)
 - Global Studies of ASQ (USA)
 - Approach of CQI (UK)
 - ISO 9001 – 2015
 - Recognition of Competence (EOQ)

EOQ Project

Q Management and its environment

- ISO
 - Integrated management systems (9001, 14001, 31000, OHSAS 18000)
 - Adapted ISO 9001-2015, 14001-2015(?), 45001-2016(?)
 - Risk (or Chance) Management
 - Energy efficiency and management ISO 50001
- Methods and tools

Future of Q Management improve quality methods!

Wide Variety of Problem Solving Approaches (Quality in the XYZ Way... with 80/20 Rule)

PDCA

Six Sigma

DFSS

WV Model

Lean

Kaizen

Muda

8D

QFD

DOX



Taguchi Methods

BPM and Reengineering

Benchmarking

SPC

Balanced Scorecard

Models of Excellence

ABC

KPI

Value Engineering

TRIZ

Future of Q Management improve quality methods!

- This project began with a desire of EOQ to standardize training in Lean Six Sigma methods throughout Europe. In Europe there is no model available like 6 Sigma (USA) or TQM (Japan). Research initiated a broader method is required!
- Cooperation with IAQ (Think Tank) and Finland (Project leader)
- The project team will develop a generic model and then engage the broader global quality community to reach consensus for a final model and to develop a data base of case studies that demonstrate how to apply the method

Future of Q Management improve quality methods!

- The questions addressed, tools and methods used and the outcomes of the work are all similar to the Lean Six Sigma processes of Recognize, Define, Measure, Analyze, Improve, Control and Standardize and parallels the Plan-Do-Check-Act and Standardize-Do-Check-Act methods of the Japanese approach to Total Quality Management.

Future of Q Management improve quality methods!

Proposed Structured Improvement Model:



Future of Q Management

improve quality methods!

- Resulting Generic Model for Continual Improvement:

Characterize: Identify the opportunity to improve performance;
Investigate: Localize the performance boundary of the opportunity; **Explore:** Identify the essential nature of the opportunity to improve; **Solve:** Establish causal relationships between process factors and results; **Evaluate:** Demonstrate the efficacy of the proposed solution's results; **Implement:** Develop an implementation and benefit capture plan; **Monitor:** Monitor the changes until the performance becomes stabilized

Future of Q Management

improve quality methods!

- Status:
 - Adopted as EOQ project (Warsaw GA, Dec. 2015)
 - Academical board preparing publications and case studies

Future of Q Management

EOQ Projects

- Recognition of services (assessors):
 - “National” Quality Mark recognized by EOQ
 - Customer Oriented Certification from Turkish Standard Institute
- Q Management Principles and Practices Impact on the Companies’ Quality Performance (Paulo Sampaio, Portugal)

Future of Q Management

EOQ Projects

- **Brand Management Model** is based on Quality Directives demonstrating excellent customer orientation and consciousness generated by legal regulations, national and international standards, quality models and company good practice processes. **How:** Generic Model with Quality directives based on local assessment and checklists developed for different market segments. **Why:** Brand label showing customer consciousness, brand marketing of implementation of worldwide accepted regulations.

New Perspectives

Recognition of Competence

- Based on Competence Schemes and Personnel Certification Schemes based on ISO 17024 for ISO 9001, 14000, 31000, 26000, 50000 (Junior, Health Care). In preparation 45000.
- Registration and issuing of EOQ Professional Competence Passport.
- EOQ recognises the competence of **managers** to fulfil industry & business needs and EOQ PRU members also certify **auditors** for business & industries & management systems certifiers

EOQ: Recognition of Competence

- Open issues based on the ISO definition for Quality and in cooperation with our World Partners:
 - Climate
 - Quality of Life, Culture of Life
- Representations at the European Commission, Unesco, Unido, ITC,... for the support of SMEs

EOQ believes...

- *Qualified and competent personnel leads economy to development and success*
- *Competent human resources represent the main asset of any company*
- *Lifelong learning should be a European strategy to face the challenges of competitiveness, the use of new technologies, to improve social cohesion, equal opportunities and quality of life*

Thank you for your kind attention!

Keep informed:

www.eoq.org

