



QUALITY MANAGER

UNI EN ISO 9001 organizational model

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managerial

The issue of Quality continues to be at the fore. It has been enriched with ideas that have given him a lot of strength.

The inspiring principle of the re-edition has remained as it is. It arises from the question: who is involved in quality? I remain of the opinion that in an organization, commitment concerns everyone without distinction, each to the extent of relevance. And does the figure of the Quality Manager fall? No. He is responsible for coordinating the different qualities to ensure that they are integrated and capable of generating a product / service, seductive in form and rich in content.

The text explores the key themes of quality. The reference is not only ISO 9001 but also ISO 9000. A suggestion: consider them a winning combination!

There is always that touch of lightness given by the cartoons featuring the comic character created with Bruno Bozzetto.

Compared to the previous edition I have enriched the text. First of all, there is the Preface by Ruggero Lensi, General Manager, which enhances the content.

There are also news. At the end of each chapter you will find a learning test. In addition there are Videos, with almost lapidary messages: to impress more! It represents a completion of the quality path: the rules give the indications for tidying up, the text provides the managerial bases, and the videos are used to memorize some aspects of working life in order to live work lightly!

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FOREWORD Ruggero Lensi, DG UNI

INVITATION TO READ

1. EXPERIENCE QUALITY

- Top management
- Person
- Process groups
- Client

2. NEW ADDRESSES OF ISO 9001: 2015

- Standardization and ISO
- Quality standards
- UNI EN ISO 9000: 2015 edition
- UNI EN ISO 9001: 2015 edition
- Addresses of the next revision of UNI EN ISO 9001

3. SYSTEM APPROACH

- System
- Management
- Quality
- Quality Management System

4. WORKING BY PROCESSES

- Definition
- Key aspects
- Vision within the group
- Service: the extended group
- Process owner
- PDCA: the governance of the process

5. THE BASIC PDCA METHOD

- Basic aspects
- PDCA in the organization
- PDCA for the person

6. THE COMMITMENT TO MEASURE

- Start
- Setting
- Company indicators
- Process indicators
- Time management
- Measures in the services

7. COMMUNICATION IN RELATIONS

- Power of communication
- Information and communication
- The "what" and the "how"
- The emotions and the relationship
- The key aspects

8. WRITE TO COMMUNICATE

- Written communication
- Setting the text
- Write procedures
- Email management
- Communicate with images

CONCLUSIONS

RECOMMENDED READINGS

SELF-ASSESSMENT TEST

VIDEO