

## QUALITY MANAGEMENT SYSTEM IMPLEMENTATION

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**Abstract:** *Implementing a quality management system in an organization means the way of working and thinking that ensures the success of that system. Immediate benefits, especially the medium and long term advocate the implementation of these systems. The existence of a quality management system can be confirmed by "quality management system documentation" and providing sufficient evidence showing that the rules / regulations established under ISO 9001:2008 are properly applied. This paper reflects license key requirements of ISO 9001 implementation.*

**Key-words:** *quality management system, quality management system documentation*

Quality management system is subject to international quality standards of ISO 9000 version 2000 series and makes the transition from quality assurance to total quality management (TQM).

The most widely accepted definition of quality management is currently provided in the ISO 9000:2006 standard.

According to this standard, quality management means all activities overall management function that determine the quality policy, objectives and responsibilities and implement them within the quality system by means such as planning, controlling, quality assurance and improvement.

### 1. THE QUALITY SYSTEM DOCUMENTATION

ISO 9000 family of standards attaches great importance to the development of appropriate documentation concerning the quality system company.

Such documentation is essential for achieving quality products meeting the requirements for quality system assessment and improvement of business processes and their results.

Thus, in the conduct of audits of quality system documentation procedures is concrete proof that the processes were defined, the procedures were approved and changes are controlled. Only if there is such evidence can be properly assessed quality system complies with the standard of reference and can determine whether the system is actually implemented.

The quality system documentation to assess current performance of activities and accordingly, the results of these activities facilitating or improving the identification of corrective actions required.

It is recommended that the quality system documentation be kept to a minimum so that they can be effectively used and maintained.

According to ISO 9001:2008 - Quality management systems, documents used to define and implement quality system in an organization can be structured hierarchically into three main levels:

- Quality Manual;
- Quality system procedures;
- Operational procedures.

All these documents are subject to a control system, therefore be identified by: code number, version, date of issue, issuer (author), number of copies.

The problem that many organizations ask themselves is the extent of quality related documentation as to documented procedures expression of a large number of processes, leads to a stiffening of the system and increased costs required by the need to update.

### 2. IMPLEMENTATION OF ISO 9001 IN PETROLEUM-GAS UNIVERSITY OF PLOIEȘTI

The successful implementation of a quality management system depends on the mobilization of all the factors involved version care services, from identifying customer requirements to the evaluation of their satisfaction.

The price of implementing a Quality Management System version Petroleum-Gas University of Ploiești, the following steps were proposed:

- University leadership commitment on the implementation of the Quality Management System;
- Defining quality policy and quality objectives;
- Establishing responsibilities and decision-making powers regarding the implementation of the quality management system;
- Appointment of the management representative for Quality Management System;
- Establish internal comuncare system;
- The development and control of the quality management system documentation;
- University Resources Management version implementation and continuous improvement of the Quality Management System;
- Evaluating, and improving micro array results.

The implementation of ISO 9001 UPG Ploiesti took into account the methodology and regulations initiated RAQAHE documents on which assessments will be made at the institutional and study program. Have also been observed and recommendations referential ISO IWA 2: 2006.

Quality management system documentation is particularly important for controlling all processes of the university, facilitating their monitoring and determination of results, so that corrective measures or improvements identified need.

In order to develop the quality management system documentation, previously was an analysis of current activities in each compartment.

In drafting it was intended that the form is simple, without ambiguity or contradictions, ensuring linking various parts of documents. Records indicate both the methods used and the criteria to be met.

### 3. PRACTICAL EXAMPLE - MAKING PROCEDURE "DEVELOPMENT, MODIFICATION AND DISTRIBUTION OF DOCUMENTS TYPE AND QUALITY MANUAL PROCEDURE / GUIDELINES"

The purpose of this procedure is to describe the rules that must be respected in the design and management (review, endorsement, approval, distribution, modification, withdrawal, storage) documents applied in Petroleum - Gas University of Ploiesti, in accordance with the requirements of ISO 9001: 2008 and ISO 10013:2002, Quality Manual and documents that type procedure / instruction

This procedure applies to personnel Petroleum-Gas University of Ploiesti is involved in the design, verification, endorsement, approval, distribution, modification, removal and storage of documents.

The elaboration of procedures / instructions need to follow two steps:

- Phase I - "Write what?" - This step marks the transition from fundamental moment "oral" tradition to tradition "letter", responsible for quality in all relevant activities. The person or group in charge of drafting the procedure, discuss, analyze, discover nonconformities in describing the work and submit the document for approval by authorized persons and approval. The procedure is endorsed and approved by

agreeing requirements and reference documents with general policy objectives of the company.

- Phase II - "do what you write?" - The work is done under the written. If changes are required, set the analysis or application activity, they will be sent to the designer's. This circuit can be applied whenever needed for improvement.

Main stages of development of procedures / instructions are to establish, the approval elaborators and checker, drafting of primary, checking and sending in the analysis (the functions involved) make any correction after

agreeing recorded observations and amendments to the representations involved in the conduct of such business, editing the final form, verification, endorsement, approval, and dissemination.

Operating procedures and instructions are analyzed before drawing final form in the plant / representative involved in the activity concerned to identify nonconformities and their solutions to meet the requirements of the quality management system.

#### **4. CONCLUSIONS**

Politics Petroleum-Gas University of Ploiesti on quality focuses on continuous improvement of all his undertakings, by promoting the spirit of creativity and empowerment of each employee in achieving its mission.

The quality management system implementation in Petroleum-Gas University of Ploiesti took into account the methodology and regulations initiated RAQAHE documents on which assessments will be done at the institutional and study program. Any changes that will occur in these documents are reflected in the quality management system documentation and actions to be undertaken at the initiative of the management at the highest level.

As a final conclusion we can say that the implementation of a quality management system in the organization means the operating mode and think that ensure the success of that system.

Immediate benefits, especially the medium and long term advocate of implementing these systems.

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