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ISO 9000:2000 PROCESS MANAGEMENT AT THE FACULTY OF COMMODITY SCIENCE POZNAN UNIVERSITY OF ECONOMICS

Abstract

The date of recertification process of quality management system ISO 9001:2000 in the Faculty of Commodity Science of Poznan University of Economics was agreed in Mai 2004. The three years period of system solutions running has been devoted not only to their maintenance, but first of all to their development. In this period of time the special emphasis has been placed on process management as well as on using of computer tools supporting process approach.

This article presents understanding and components of process management in the Faculty of Commodity Science of Poznan University of Economics as well as computer tools used in this scope.

Process approach

Since the very beginning of work over the system, despite the fact that ISO 9000:1994 was obligatory in that time and only a project of new edition of ISO 9001 was available, the process map was prepared. Requirements connected with process approach seemed to be sure. It was assumed that a chain of activities connected logically and using available resources (personnel, materials, information, equipment) processes inputs into outputs what leads to goals achievement is called a process. During mapping the APQC referential model and the P4 method were used. In 2002 the software supporting the process management and documents supervision will be used.

The processes map is the basis of the process approach at the Faculty of Commodity Science. The map consists of:

- basic processes-with defined mutual correlation (Figure 1),
- parallel processes-with input data necessary to realize more than one basic process (Figure 2).

Regarding each process there are defined:

- a goal-achieved thanks to the process realization,
- a leader-an employee responsible for realization and development of the process,
- scope-directed to the whole Faculty by the system documents which are a basis of realization and other assumptions defining criterion and methods necessary to support the process function and supervision,
- characteristic-description of criterion of particular processes realization and verification.

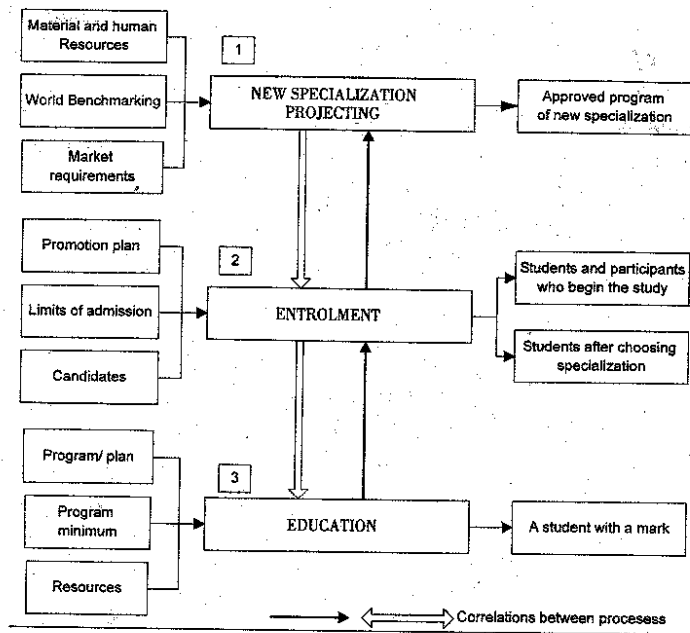


Figure 1. The processes map at the Faculty of Commodity Science-basic processes

Source: Quality Book, The Poznan University of Economics-The Faculty of Commodity Science, 2nd Edition.

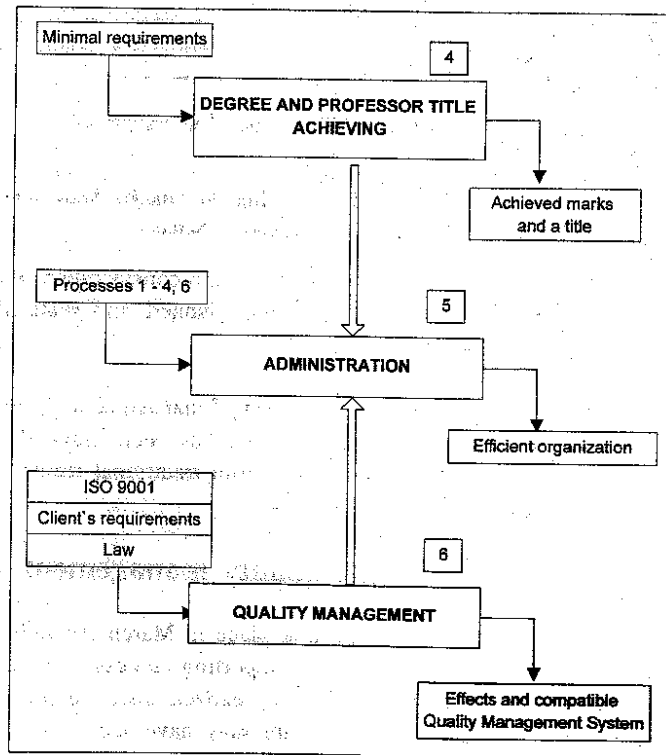


Figure 2. The processes map at the Faculty of Commodity Science-parallel processes

Source: Quality Book, The Poznań University of Economics-The Faculty of Commodity Science, 2nd Edition.

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In case of each process input data (information, documents, notes) and output data (which decide about realization efficiency) were defined.

At the stage of planning and realizing particular process, resources and information necessary to support the process function and monitoring were available. Realization and improvement process require the responsibility of leadership of the Faculty. Figure 3 shown this relationship.

	Processes & responsibility	Dean	QM Plenipotentiary (Representative) of Dean	Dean Council	Faculty Board	Chair Head	Head of Dean's Office
Basic processes	New specializations projecting	C	-	C	C	-	-
	Enrolment	C	-	P	P	-	-
	Education	-	-	P	P	C	-
Parallel processes	Degree and professor title achieving	P	-	P	C	P	-
	Administration	-	-	-	-	-	C
	Quality management	C	C	-	-	-	-

C-Complete responsibility P-Partial responsibility

Source: Quality Book, The Poznań University of Economics-The Faculty of Commodity Science, 2nd Edition

Figure 3. Matrix of processes and responsibility within the Quality Management (QM) System-the Faculty of Commodity Science

The defined goals and improvement of each process are taken into consideration within the established planning system. In the same way the quality audits are planned and realized within particular processes.

The research works connected with modeling and optimizing of management system processes as well as documentation supervising with use of computer software has been initiated in the current year also. According to the established schedule the transition from traditional forms of maintenance and development of the system will follow in November 2004.

Maintenance and improvement of the quality management system

The last review of the Quality Management System took place in March 2004.

The leading problem appointed is to introduce software supporting process management and document supervision. As the matter of fact this undertaking is being realized since the beginning of May 2003, so that since the beginning of 2004 users of the software may have access to the document on the internet.

Other the most important resolutions of the inspection are:

- common discussion over rules of planning within the Quality Management System-defining

- goals, their measurement and reporting,
- emphasizing validity rules of education process in a Quality Book,
- defining incompatibilities within the education process unambiguously, defining their sources precisely, defining the rules of correction activities,
- organizing additional permanent meetings of students, the Dean and the Plenipotentiary of the Dean on Quality of Management in order to raise objections towards the education process (meetings of students of 1st and 2nd year of learning and students of 3rd and 4th year of learning),
- verification of previous methods concerning the appraisal of efficiency and effectiveness of the Quality Management System,
- encouraging the students to write thesis concerning the Quality Management System of the Faculty,
- verification of planning system and internal audits system at the Faculty, changing its activity,
- closer cooperation with people responsible for research of students' satisfaction on behalf of the University, improvement of research correlation at the Faculty,
- editing international journal connected, among others, with the Quality Management System according to ISO 9001.

References

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