

Implementation of Quality management system according to ISO 9001 at VSB – Technical University of Ostrava.

Milan Hutyra

VSB – Technical University of Ostrava, Czech Republic

1. Introduction of VSB – Technical University of Ostrava
2. Why we decided to implement QMS at VSB – Technical University of Ostrava
3. Project of implementation of QMS at VSB – Technical University of Ostrava
4. Benefits of implementation of QMS in the university

Introduction of VSB – Technical University of Ostrava



Munich 2006

Introduction of VSB – Technical University of Ostrava

Milestones:

– 1849

The Mining Engineering School established in Příbram

– 1895

The School receives an HEI status

– 1945

The University moves to Ostrava

Introduction of VSB – Technical University of Ostrava

- Faculty of Mining and Geology
- Faculty of Metallurgy and Material Engineering
- Faculty of Mechanical Engineering
- Faculty of Economics
- Faculty of Electrical Engineering and Computer Science
- Faculty of Civil Engineering
- Faculty of Safety Engineering

More than 19 000 students, about 1500 staff
(1000 of them are teachers and R&D personnel)

Why we decided to implement the QMS at VSB –Technical University of Ostrava ?

Competitive environment

The university has

- to satisfy their customers and others interested parties
- to improve overall organizational performance and capabilities

QMS as **inherent** part of university management:

- Leads to accurate definition of authorities and responsibilities
- Better set-up of activities inside the university
- Forces the university to identify and satisfy the actual needs and expectations of their customers
- Save the operating expences

Concepts of QMS?

- **the concept of ISO 9000** -prescriptive approach based on International Standards ISO 9000 series
- **the concept of TQM** - is non prescriptive approach, more or less the philosophy. TQM is applied according to different models that enable to evaluate the maturity of QMS.

After revision of ISO 9000 series at 2000 we can observe the convergence of both concepts.

Concepts of QMS?

Standards of **series ISO 9000:2000** offer the **guidance** to lead and operate organisation successfully

- The benefits of implementation of QMS according to ISO 9000:2000 was verified in the industry
- There is no substantial reason why implementation of QMS at University wouldn't bring the comparative results

ISO 9000:2000 promotes the adoption of **process approach**

- The need to consider process in term of added value
- Obtaining results of process performance and effectiveness
- Continual improvement of process based on objective measurement

Project of implementation of QMS at VSB – TUO

- **1st phase – pilot project**
(2004) Implementation of QMS at the selected faculty
- **2nd phase – application project**
(2005-2006) Implementation of QMS at the rest of faculties
- **3rd phase**
(2006-2007) Implementation of QMS at the administration and executive part of University

Implementation of QMS at VSB – Technical University of Ostrava

1. Training the staff about QMS
2. Definition of process map
3. Definition and documentation of processes
4. Implementation of requirements of ISO 9001:2000
5. Trial period
6. Certification QMS according to ISO 9001:2000

Pilot project of implementation of QMS at FEI of VSB TUO



The Faculty of Electrical Engineering and Computer Science passed successfully the certification audit and received ISO 9000 registration on November 2004 as **the first faculty in Czech Republic.**

Pilot project of implementation of QMS at FEI of VSB TUO



Chancellor of TUO and vice-dean of FEI are awarded ISO 9001 certificate at Ceremony evening at the Prague Castle by deputy of ministry of education - November 2004

Project of implementation of QMS at VSB – Technical University of Ostrava

Up to date (Nov 2006) **all faculties of VSB TUO are certificated according to ISO 9001**

(2004)

- Faculty of Electrical Engineering and Computer Science

(2005)

- Faculty of Mechanical Engineering
- Faculty of Civil Engineering
- Faculty of Mining and Geology

(2006)

- Faculty of Economics
- Faculty of Safety Engineering
- Faculty of Metallurgy and Material Engineering

Benefits of implementation of QMS in the university

Improvement of competitive ability of university

ISO 9000 registration is the evidence that

- the needs of their customers are identified
- the environment to satisfy them is established
- **the university is properly managed**

Benefits of implementation of QMS in the university

- **Increased level of managing processes in the university**
- **Better set-up of activities inside the university**
- **Increased proactive behaviour of employees**
- **Saving of operating expenses**

Benefits of implementation of QMS in the university

- Forcing the university to identify and satisfy the **actual needs and expectation** of their customers and other interested parties

Summary

The proper implementation of **QMS as inherent part of university management** could bring the benefit both

- **to customer of university** e.g. students, society, country, employers
- **to university**

It is the reason why we have implemented QMS at VSB Technical University of Ostrava

*Thank you for your
attention*

Contact: Milan Hutyra

**VSB-Technical University of Ostrava
Quality Management (912),**

Tř. 17. listopadu, CZ 708 33 Ostrava-Poruba

Tel: ++ 420 59 732 3714

Fax: ++ 420 59 699 3740

E-mail: milan.hutyra@vsb.cz

Internet: www.vsb.cz