



Tempus

TEMPUS JP 543662-2013

Improvement of Partnership

with Enterprises by Enhancement

of a Regional Quality Management Potentials in WBC



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# The model and approach for QMS improvement in WBC

## Definition of methodology related to the project

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**DEV1 -Analysis and model definition for QMS enhancement**

1.4 Development of the model and approach for QMS improvement in WBC



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- 1. The methodology according to the ISO 9004:2009**
- 2. Analysis of present situation in WBCs**
- 3. Analysis of project objectives related to sustainable success of organizations**
- 4. Definition of next steps related to the project**



## 1) The methodology according to the ISO 9004:2009.

- a) Analysis of ISO 9004:2009
- b) Analysis of project activities scope

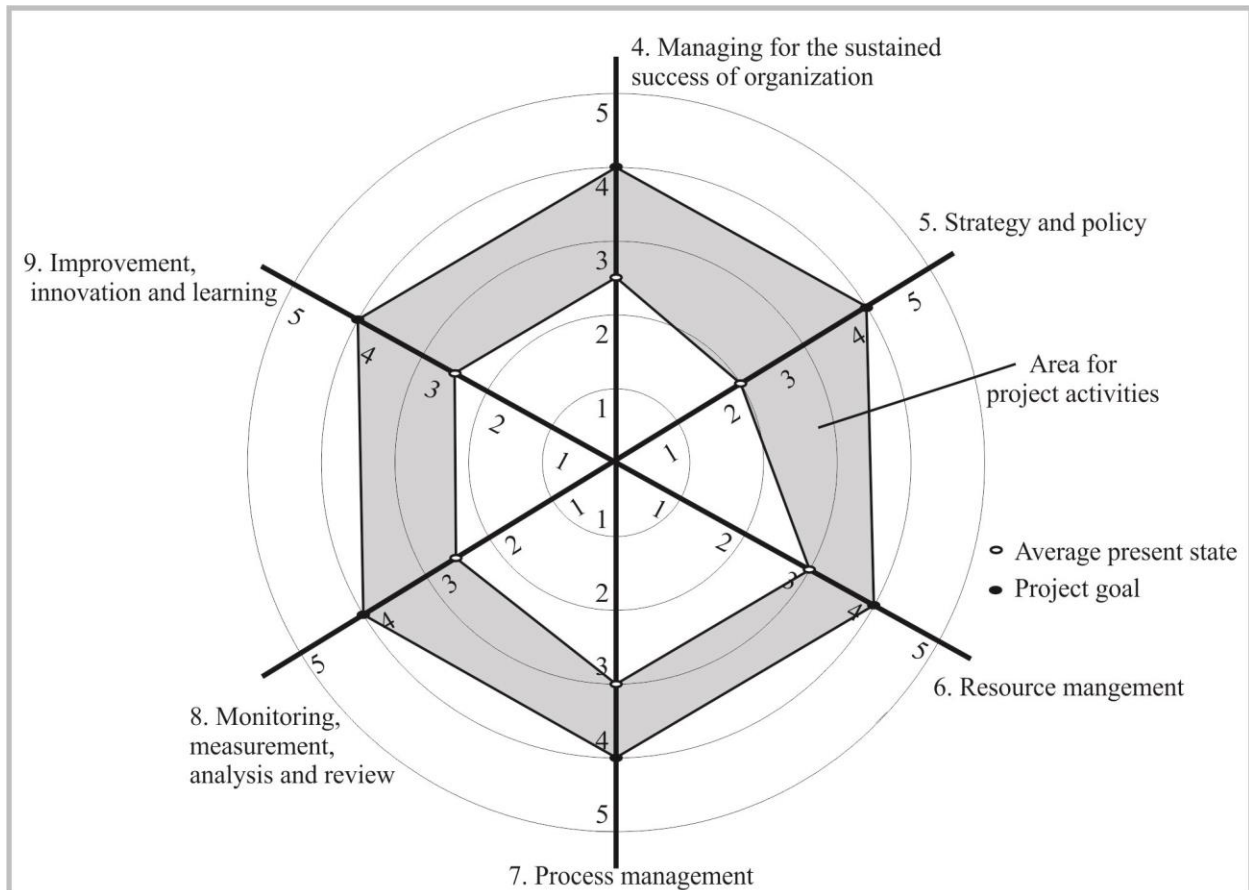


Figure 1 – Self-evaluation of organizations in WBC (generally viewed)

- c) Analysis of priorities of quality enhancement according to the project plan:
  - For training,
  - For quality enhancement in organizations
- d) Development of partial and overall methodology for QMS improvement in WBC.



## **2) Analysis of present situation in WBC**

Each project partner in WBC will send questionnaires to organizations in its project region according to the Annex A in ISO 9004:2009.

Organizations included in project will be potential partners in project for next deliverables.

Distribution of organizations per partners is approximately:

- University of Montenegro: 30
- University of Kragujevac: 50
- University of Belgrade: 30
- AQSS Kruševac: 20
- University of East Sarajevo: 30
- University of Zenica: 30

Total: 190 organizations

Minimum feedback: 150 organizations

Please follow the structure of relation sectors (industry, forestry, tourism, services, food, etc.) in each region.

Final statistical analysis will be provided by CQ Kragujevac after receiving questionnaires from WBC partners.

The document will be presented at the next meeting.



### 3) Analysis of project objectives related to sustainable success of organizations

Development of training programs and consulting services for quality improvement of WBC enterprises

Indicators of progress:

- Increased collaboration between Universities and enterprises (number of enterprises in relation to area of consulting and teaching),
- Developed infrastructure for quality improvement (number of developed or upgraded Centers for quality: 5)
- Number of developed training courses for enterprises in the field of quality,
- Modified University courses based on feedback from enterprises.

Improvement of competitiveness of WBC enterprises through increased quality

Indicators of progress:

- Increased competitiveness of regional companies (existing level: \_\_\_\_, expected level\_\_\_\_),
- Models of quality of life in the region (existing level: \_\_\_\_, expected level\_\_\_\_).

Assessment of achievable project goals according to ISO 9004: 2009



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#### **4) Definition of next steps related to the project**

Analysis needs and potential of existing three quality centers (Podgorica, Kragujevac, Istočno Sarajevo) for further development.

Analysis needs and potentials of two academic partners (University of Belgrade and University of Zenica) for upgrading existing centers (labs) in quality area and/or establishing quality centers for achieving sustainability of the project.