



... *Supplier audits ....TQM....EFQM....Quality management systems....*

**Problem** Design of business processes regarding quality, environmental and safety aspects:

**Analysis**

- quality attributes
- lead and process times
- operating figures
- strategic targets
- customer requirements
- supplier specification
- risk analysis

**Planning**

- Reworking the results of the analysis
- evaluation
- preparation
- planning of realisation

**Realisation**

- Monitoring of schedule and resource
- training
- audits
- integration of laws and regulations

**Review**

- repetition of audits
- supplier evaluation
- project pickings

**Project description and results**

Business processes will be analysed by taking quality, environmental and safety aspects into account. Existing weaknesses and risks will be pointed out and actions for an optimisation of the process will be developed and defined. Main target is a harmonisation and integration of the different management systems in a way that an efficient daily work is possible.

As already mentioned this analysis is the base for a consequent development of actions which have to be taken to eliminate the weaknesses and risk in the business process. The important fact is a harmonisation of the actual companies necessities to the actual laws and regulations. The mutual evaluation of the action packages leads to a priority list and a schedule of actions which could be realised.

Our support in the realisation phase could be in tailored training units as well as moderation of actions, controlling and audits.

The repetition of the audits makes sure that the once realised actions will have a sustainable effect on the business process. Project picking ensures the economic and strategic success of the actions.

Independent from this project work we support with actual necessary capacity for supplier audits as well as internal audits.

**Project-manager**

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