Quality vision 2000: the standard evolution and its application to the Company Organization and to the planning, in order of customer satisfaction

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The thesis has got as its subject the analysis of the change from a Quality System based of the Company upon the standard ISO 9000:94 to a Vision 2000 Quality Management System. The main goal during the period of training experience was to get over within the ISO 9000 to Vision harmonization process, the different setting of one standard and the other to formulate hypothesis and to propose concrete solutions for the (future) conversion to Vision that the company was about to carry out.

The analysis task, which made immediately evident the basic difference in the logic of setting from functions to processes started from a detailed comparison of the two standards which stresses their peculiar elements.

The next step was the analysis of two processes that are considered essential in the Company and in the standard Vision:

1- **PLANNING PROCESS**
2- **POST- SELLING PROCESS**

In the first case, the aim was to obtain a normative control upon this process while, in the second case the goal was to reach a better structured management oriented to a constant improvement toward a customer satisfaction viewpoint.
So the procedures have been converted: about planning process they have been recreated, because the company was referring to the ISO 9002 till that moment, while about post-selling process the extant documents were revisioned, formalizing a method of working in both cases. Putted these two processes in perspective, the great interest of the work for the results has leaded up to a propositive development supported by the knowledge and experiences of the referents.

Although in the planning process we have followed the classical techniques, for the post-selling process we got ready some automatisms for the analysis instruments, by implementing concrete proposals at the same time such as the application of a teleassistenza and telediagnostica system. The thesis work analyzes this evolutionary moment of the company organization, evidencing difficulty and setting up possible solutions in the company limits.

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