



CZECH SOCIETY FOR QUALITY

The Czech Society for Quality is a citizens association, which joins citizens working in the field of quality or taking an interest in quality such as consumers or customers. It is an independent, apolitical and non-profit organisation.

SERVICES

AUTOMOTIVE
INDUSTRY

PUBLIC
ADMINISTRATION

FOOD-PROCESSING
INDUSTRY AND
AGRICULTURE

PRODUCTION



CZECH SOCIETY FOR QUALITY
YOUR PARTNER ON THE WAY
TO HIGHER QUALITY

SPHERE OF COMPETENCE OF THE CZECH SOCIETY FOR QUALITY (CSQ)

CSQ IS ACTING AS RECOGNISED INFORMATION, CONSULTATIVE AND EDUCATIONAL CENTRE IN THE FIELDS OF:

- Quality Management (ISO 9000, consumer chain of forest products C-o-C (Chain of Custody), the system of HACCP critical control points, BRC, IFS, ISO 22 000 (Food), EFQM Excellence Model, Quality Management systems in the automotive industry ISO/TS 16949, VDA, QS-9000, CAF Model in public administration, statistical methods in the field of quality etc.)
- Benchmarking
- Environmental Management system according to the ISO 14001 Standard
- OHSAS 18001 system of Safety and the Protection of Health at work

THE PUBLISHING CENTRE AND PUBLICLY ACCESSIBLE PROFESSIONAL LIBRARY IS ACTING WITHIN THE CSQ
THE CERTIFICATION BODY CSQ-CERT IS ACTING BY THE CSQ AS AN INDEPENDENT ORGANISATIONAL UNIT



NATIONAL AND INTERNATIONAL CO-OPERATION



CSQ is actively involved in the **National Policy of the Quality Support (NPQ)** announced by the Czech Republic government for support of quality influencing in all areas of the Czech republic life. CSQ is represented in the NPQ supreme body, Czech Republic Quality Council. On the authority of government the CSQ has established also a separate independent unit, **National Information Centre for the Quality Support**, which ensures implementation of goals adopted by the Czech Republic Quality Council and it serves at the same time as an information centre for public. All more detailed information as well as free of charge database access of the NPQ information centre is available on www.npj.cz

THE CZECH SOCIETY FOR QUALITY IS A MEMBER OF THE ASSOCIATION FOR THE CZECH REPUBLIC QUALITY AWARD, IT IS AN INITIATOR AND CREATOR OF THE PROJECTS CZECH MADE AND THE CZECH REPUBLIC NATIONAL QUALITY AWARD. IN ADDITION IT IS A MEMBER OF THE CZECH REPUBLIC UNION OF COMMERCE, CZECH REPUBLIC ASSOCIATION OF INSTITUTIONS FOR ADULT EDUCATION AND CZECH UNION OF THE SCIENTIFIC-TECHNICAL SOCIETIES. IT CO-OPERATES WITH THE CZECH STANDARDISATION INSTITUTE.

CSQ co-operates with the PEFC Czech Republic (Pan European Forest Certification) by elaboration and revisions of the standards of the Czech System of the Forest Certification and by popular education (seminars, trainings) related to this issues.

In the field of foreign activities the CSQ is a full member of the European Organisation for Quality (EOQ); it is the only one Czech Republic representative in this non-governmental organisation and participates actively in its activity. It is also a member of the American Society for Quality (ASQ), associated member of British Institute for Quality Assurance (IQA), National Partner Organisation of European Foundation for Quality Management (EFQM). It develops the benchmarking activities in co-operation with GBN (Global Benchmarking Network), in the field of BenchmarkIndex with Northern Irish society CforC (Centre for Competitiveness) and with European Institute for Public Administration (EIPA). Moreover the CSQ fulfils the function of central office of the European Satisfaction Performance Index (EPSI) in the Czech Republic and it co-operates with the Union of Automotive Industry VDA (Verband der Automobilindustrie) by publication issuance. Close relations are established also with the Slovak Society for Quality (SSK).

The certification body of the Czech Society for Quality CSQ-CERT co-operates with internationally recognised certification body International Suppliers Auditing (Netherlands) by certification of the BRC (British Retail Consortium Scheme) and IFS (International Food Standard) systems for the food producers delivering their products to retail chains.





YOUR PARTNER ON THE WAY
TO HIGHER QUALITY



EDUCATION

Education Department of the Czech Society for Quality offers its services from 1992. It is a holder of certificate according to the ISO 9001 since December 1996. During its activity more than 25,000 participants have passed the CSQ courses or trainings directly in companies and in other organisations.

SUPPORT PILLAR OF EDUCATION OFFER ARE COURSES OF MANAGERS AND CONSEQUENTLY AUDITORS FOR SYSTEMS OF QUALITY MANAGEMENT, ENVIRONMENT AND SAFETY AND THE PROTECTION OF HEALTH AT WORK that proceed according to the harmonised education scheme of the EUROPEAN ORGANISATION FOR QUALITY (EOQ). Result of co-operation with EFQM is an offer of several licensed courses such as e. g. courses of Assessor in the EFQM Model and Self-Assessment.

In connection with harmonised scheme EOQ the Education Department has prepared the whole series of other courses designed for top managers, internal auditors, technicians and technologists, supervisors, metrologists and other professions that effectively promote implementation of the management systems and their maintenance and improvement.

WE ENSURE "TAILORED" TRAINING FOR ALL TYPE OF ORGANISATIONS ACCORDING TO THEIR REQUIREMENTS AND NEEDS.

Courses offered by the Education Department are mostly general ones thus accessible for interested persons from all areas. However the Czech Society for Quality tries to react as soon as possible to the needs of economic sphere and public sector the Education Department has prepared in addition to the general courses also

specialised courses such as
SAMPLING AND EVALUATION OF DANGER FEATURES OF WASTE,
QUALITY MANAGER OF LABORATORY,
HACCP MANAGER IN GASTRONOMY,
STATISTICAL METHODS and the course
REQUIREMENTS OF THE FOOD INTERNATIONAL STANDARDS
for supplier of trade chains.

Specific group of courses in the CSQ offer are the courses in the field of Quality Management for public administration focusing for the most part on the **CAF Model** and its support but also on the implementation of the ISO 9001 Standard.

You will find the whole offer of the Education Department on www.csq.cz





CONSULTATIONS AND PROFESSIONAL ASSISTANCE

	<p>THE CZECH SOCIETY FOR QUALITY ENSURES THE FOLLOWING SERVICES IN THE FIELD OF CONSULTATIONS AND PROFESSIONAL ASSISTANCE FOR ITS CUSTOMERS</p>
<p>CONSULTATIONS</p>	<p>Group or individual consultations for solving specific problems from practice of each organisation. Consultations may be provided in the form of personal negotiations of the CSQ consultant with the client's representatives or in the form of professional meaning or expert opinion to E-mail, written or telephone enquiries. Consultations are provided on the basis of sent order or concluded contract.</p>
<p>ELABORATION OF PROJECTS</p>	<p>Elaboration of management system implementation projects or application of specific management methods. Projects are elaborated free of charge tailored to each organisation. Agreed project forms a component part of co-operation contract.</p>
<p>ASSESSMENT AND IMPROVEMENT</p>	<p>Assessment and improvement of systems will assist organisations to eliminate minor deficiencies in control of management system and launch its further improvement. Organisation will get an overview where are the reserves in the management system, how to use these reserves for its own benefit and increase effectiveness and performance of the management system and thus the whole organisation.</p>
<p>AUDITS</p>	<p>Preparation of organisation for surveillance or recertification audit. The CSQ consultants will check if the implemented management system meets the standard requirements, if it is introduced in practice and if it is functioning in practice. The output is the audit report containing recommendations and actions that have to be resolved by external audit. Assistance by implementation of these actions in practice forms also a component part of co-operation.</p>
<p>INTERNAL AUDITS</p>	<p>Findings of internal audits by an external advisor is designed for the organisations, for which conduct of internal audit by their own employees is unsuitable, ineffective or for the organisations that wish to get an independent and unbiased view of the management system functioning. We ensure the internal audits as a single action as well as in the long-term.</p>
<p>SPECIFIC REQUIREMENTS AND INDIVIDUAL SOLUTIONS</p>	<p>Many situations arise in every day companies' practice that require solution and an employee with required qualification and knowledge isn't always available. The Czech Society for Quality ensures for its customers the specialists from different branches and with wide experience from practice, which are able to solve these specific problems.</p>
<p>BENCHMARKING</p>	<p>Benchmarking – method of improvement of the company process performance. The CSQ National Benchmarking Centre will prepare for you a benchmarking project tailored directly according to yours requirements we will find a suitable partner, recommend appropriate benchmarking method, make up project including implementation schedule, ensure qualified consultant and see to successful project realisation. CSQ is a member of Global Benchmarking Network alliance of benchmarking centres from the whole world. On the CSQ websites www.benchmarking.cz you can inter alia use access to public benchmarking database for getting the first independent benchmarking.</p>

www.csq.cz



PROFESSIONAL ACTIONS

THE CZECH SOCIETY FOR QUALITY ORGANISES ANNUALLY IN PRAGUE AS WELL AS IN THE REGIONS THE WHOLE SERIES OF SHORT-TERM PROFESSIONAL SEMINARS WITH DIFFERENT ORIENTATION. TOP SPECIALISTS IN THE GIVEN BRANCH FROM THE CZECH REPUBLIC AND ALSO FROM ABROAD ARE ACTING AS LECTURERS. THE OBJECTIVE OF SEMINARS IS NOT ONLY TO ACQUAINT THE LISTENER WITH NEW DEVELOPMENTS OR CHANGES AND THE STANDARD UPDATING BUT TO ENABLE GETTING MAXIMUM INFORMATION PROVED AND APPLICABLE IN PRACTICE IN THE FORM OF DISCUSSION AND COMMUNICATING PRACTICAL EXPERIENCE OF THE ADVISORS, AUDITORS AS WELL AS COMPANIES REPRESENTATIVES.

Seminars oriented on the field of general standards (ISO, EU, CSN Standards) focused on the quality issues, EMS or safety at work (the ISO 9000 ISO, 14000, ISO 19011 Standards series)

Seminars for people of the automotive industry focused on new requirements, management standards and tools (ISO/TS 16949, QS-9000, metrological practice, reliability, orientation on processes)

Seminars for suppliers of food chains

Obligatory in-service training seminars for holders of the CSQ personal certificates (ISO 9000, ISO 14000, standards of safety and the protection of health at work), further education of managers and auditors

Follow-up seminars – new management methods and tools (EFQM Model, CAF Model, Six Sigma, benchmarking, Balanced Scorecard, controlling, CRM, project management, orientation on processes, statistical methods, measurement of customer and employee satisfaction etc.)

CSQ makes possible working and self-fulfilment of interesting persons in professional groups (metrology, statistical methods, project management, terminology etc.).

KEY ACTIONS



FEBRUARY

Winners Conference of the European and National Quality Award

MARCH

Meeting of quality managers, technicians and auditors, EMS and HACCP managers and auditors, holders of certificates and course leavers

NOVEMBER

International conference in framework of the European Quality Week





PUBLISHING



THE PUBLISHING CENTRE ISSUES PARTICULARLY PUBLICATIONS FROM THE FIELD OF QUALITY MANAGEMENT AND RELATED SUBJECTS NAMELY BOTH ORIGINAL WORK AND FIRST OF ALL TRANSLATION OF IMPORTANT FOREIGN PUBLICATIONS.

Translations of the VDA series publications "Quality Management in Automotive Industry", that it issues and distributes in the Czech Republic and in the Slovak Republic on the basis of license agreement with VDA-QMC, are most of all in demand.

Translation of publications of the Publishing House GOAL/QPC (USA), which are popular all over the world and desired also in our country, extend the publishing offer. CSQ also as an EFQM National Partner Organisation issues the Czech versions of the EFQM publications and actively assists to the information and knowledge dissemination among the Czech professional public from this important international organisation.

MAIN SPHERE OF FOCUS

Issuance of publication translations of the Publishing House GOAL/QPC

Issuance of publications to the set of the ISO 9000 Standards

Issuance of translations of the VDA manuals and related documents

Issuance of the QS-9000 manuals

Issuance of translations of the EFQM publications

The publishing centre closely co-operates with the CSQ foreign partners (EQQ, EFQM, ASQ etc.) and it brings important information from these sources – together with many others – nearer to the society members through the CSQ journal "Quality Prospects".

THE CSQ PROFESSIONAL LIBRARY

provides all interesting persons with Czech as well as foreign publications – books, journals, proceedings from conferences and seminars and other materials from the field of quality and related subjects.

At the present time it comprises approximately five hundreds volumes of books and proceedings, from magazines, for example Quality Progress and wide range of other ASQ (USA) journals as well as several other important foreign and inland magazines.



www.csq.cz



CERTIFICATION BODY BY THE CZECH SOCIETY FOR QUALITY CSQ-CERT

CERTIFICATION OF PERSONS

The CSQ-CERT certification body is dealing with certification of persons since 1995. Currently it is accredited by the Czech Institute for Accreditation, public utility company, for certification of persons according to the CSN EN ISO/IEC 17024 Standard in 27 branches.

On the basis of accreditation of the European Organisation for Quality (EOQ), the national agent of which is the CSQ-CERT, is only one in the Czech Republic authorised for issuance of European certificates in the field of quality, EMS, safety and the protection of health at work, TQM, food safety (HACCP) and certificates "Management Advisor (Chief Advisor)" for the above-mentioned areas. Czech certificates are issued in the national accreditation also for the field of metrology, laboratories, cleaning, sampling of fire protection and retraining. In addition to the accreditations of the Czech Institute for Accreditation the CSQ-CERT issues certificates "Certification Auditor ISO/TS 16949" and Quality Manager – Junior" (for school-leavers).

SYSTEM AND PRODUCT CERTIFICATION

The CSQ-CERT certification body offers complex services in the field of system certification (Quality Management systems according to the ISO 9001 Standard, environmental management systems according to the ISO 14001 Standard and systems of critical points HACCP for food producers. From the 1st January 2006 the certification of management systems concerning safety and the protection of health at work is prepared, certification of the information safety systems ISMS and certification of the food safety systems according to the new ISO 22 000 Standard is also in preparation.

CSQ-CERT is acting as a national representative of internationally recognised certification body International Suppliers Auditing (Netherlands) for the Czech Republic and Slovakia for certification of the BRC (British Retail Consortium Scheme) and IFS (International Food Standard) systems for the food producers delivering their products to retail chains.

In framework of the product certification the CSQ-CERT certifies the consumer chain of forest products C-o-C (Chain of Custody) according to the international document CFCS 1004:2005.

CSQ-CERT has available highly qualified auditors and experts from the field of production, research as well as institutions of higher education. Auditors are holders of European personal certificate the EOQ Quality Auditor, the VDA Auditor, the HACCP Auditor. Several of them are registered with European and world registration organisations IRCA or IATCA.

Services are provided on the top level namely in both professional and organisational respect world trend to provide applicant not only with statement on conformity or nonconformity itself but to bring added value to the customer also in the form of identification of strength and areas for potential improvement.



www.csq.cz





INTERNATIONAL CO-OPERATION



European Foundation for Quality Management
(Non-profit organisation, creator of the EFQM Model)



European Organisation for Quality
(An independent non-profit society striving for effective improvement in the domain of Quality Management)



World benchmarking network
(Alliance comprising benchmarking centres of the whole world)



American Organisation for Quality
(Organisation with more that fifty years tradition of acting in the area of quality)



Union of Automotive Industry VDA
(Organisation issuing publications in the field of Quality Management in automotive industry)



International Supplier Auditing
(Internationally recognised certification body, the organisation certifies the BRC and IFS systems according to the international standards for suppliers of trade chains)



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