



**DESIGNING A TRAINING PACK  
OF A NATIONAL QUALITY  
SYSTEM THAT CONFIRMS TO  
THE PROTOTYPES OF SMALL  
AND SMALL-MEDIUM  
ENTERPRISES (SME)**

Hariton M. Polatoglou

and

Angelos I. Zachariadis

A scenic view of a waterfall cascading over rocks in a forest with autumn foliage. The water is white and frothy as it falls, creating a misty spray at the bottom. The surrounding rocks are covered in moss and lichen, and the trees are adorned with vibrant orange, yellow, and red leaves. The overall atmosphere is serene and natural.

# Outline

- Introduction
- Key Players
- Defining the goals
- Training method
- Training and reference material
- Current and future developments

# Introduction

- Quality and standardization
- ISO 9000
- SMEs
- ESyProta
- Phases of implementation
- Design of the training package
- Training
- Assessment

# Keyplayers

- Eneprot
- Group of SMEs
- Chamber of SMEs
- Office of Standardization and Prototypes

# Eneprot

- Started in the aftermath of the 1<sup>st</sup> Balkan Conference on Prototypes
- Ten year history and activities
- Non profit organization
- Members Scientists and Professionals interested in standardization
- EU programs, Hellenic Conferences, Seminars
- ESyProta

A photograph of a waterfall cascading over several tiers of rocks in a forest. The water is white and frothy as it falls. The surrounding rocks are covered in moss and lichen. The background is filled with trees and foliage in various shades of brown, orange, and yellow, suggesting an autumn setting. The overall scene is natural and serene.

# Chamber of SMEs

- Democratic body
- Represents SMEs
- Helps SMEs in common matters
- Sections for different categories of businesses
- Promotes new ideas
- Newsletter



# Office of Standardization and Prototypes

- Initiated by Eneprot
- Increase the awareness on and application of standards
- Quality
- Contribute to the Newsletter

# Greek SMEs

- Very small businesses
- Distributed
- Competition from supermarkets and illegal businesses
- Difficulties in getting the needed materials
- Difficulties in securing financial support
- Lacking theoretical knowledge

# Defining the goals

- Initial assessment
- In person contacts and consultation
- No top down approach
- Diverse needs
- Knowledge on the subject rudimentary
- Need for a solid theoretical background

# Design of the training package

- Multiphase
- Reusability
- A set of experts who volunteer to participate
- Preparation of an initial set of training material
- Augment with the anticipated discussions during training
- Prepare the reference training material

# Training on ESyProta

- Pilot group: Wheel service SMEs
- Initial set of training material on nine subjects
- Nine training sessions of 20 to 40 minutes followed with ample discussions and consultation
- More than one experts present to facilitate the process

# Training subjects

- Standardization, Prototypes, Quality and ESyProta
- Business administration
- Handling customers
- Financial matters
- Standards for machine operation and products
- Work safety and hygiene
- Technical and Legal framework
- Signage and specs for tires
- Auditing and Control Systems

# Installation of ESyProta

- Certificates for those who completed the training
- Handbook of Processes and Procedures
  - ESyProta
  - Reference training material
- Each business owner installs the system with the help of Installation Adviser
- Individual training, feedback

# Current and future developments

- Auditing
- Certificate of ESyProta
- Three year period
  - Random auditing
  - Training
  - Consultation

# Conclusions

- Designed and Delivered a Training Package
  - Multiparty arrangement
  - Volunteer action
  - Diverse set of experts
  - Multiphase
  - Reusability
- Installation of ESyProta



Thank you