



# **Final installation stages of a cooperative and local quality system for SMEs**

Hariton M. Polatoglou  
Angelos I. Zachariadis

# INTRODUCTION

- 97% of Greek enterprises today have the size of SME and most SME owners are actually, even today, craftsmen.
- It is very difficult to establish and maintain to such situations an ISO 9000 quality system

# INTRODUCTION

our proposition

(quality system, ESyProta)

- the group of SME's could form a network, which could operate on a local, regional and national level and have designed a program which can lead to the setup of the network
- The ESyProta aims through training to diminish the negative sides and maximize the positive characteristics of the Greek SME business

# INTRODUCTION

The training of the pilot group that was assigned by the “Office of Standardization and Prototypes”

# INTRODUCTION

the subjects of the seminars

- 1. Standardization, Prototypes, Quality and ESyProta
- 2. Business administration
- 3. Handling customers
- 4. Financial matters
- 5. Standards for machine operation and products
- 6. Work safety and hygiene
- 7. Technical and Legal framework
- 8. Signage and specs for tires
- 9. Auditing and Control Systems

# **DESIGN OF THE INSTALLATION PROCESS AND IMPLEMENTATION**

- form a body of installation experts
- training of the installation experts on the handbook of procedures and on the consultation procedures
- Assess the situation of the each SME
- discuss the possible route to install the local quality system
- installation of the system

# **DESIGN OF THE INSTALLATION PROCESS AND IMPLEMENTATION**

After the completion of each round the body of installation experts were getting together to share their experience, state the problem they encountered, discuss the possible solutions and decide about the realization of the next round

# DESIGN OF THE INSTALLATION PROCESS AND IMPLEMENTATION

- the SMEs which worked all the necessary steps had the local quality system running, and were given a four month trial period for the next assessment before the accreditation
- The SMEs that successfully passed the final assessment were awarded the certificate of the local quality system

# CONCLUSIONS

- The initially set goal to design and implement a local quality system was realized successfully
- The final stages comprised the revision of the training material, assembling a group of installation experts and the pertinent training, the consultation of each individual SME, the trial period of running the local quality system and the accreditation of the complied SMEs with the appropriate certificate

# CONCLUSIONS

- The time to accomplish the above was a particular problem, as it involved the coordination of so many people who worked on their free time on a volunteer basis
- the experience gained will make the next application of the whole process to another group of SMEs much easier, since only adjustments to the new situation are necessary