



**PHARE Business Support Programme III of the European Union for Bulgaria, Croatia, Romania, Turkey
UEAPME SME-FIT II
Activity Report Form for Sectoral and EU-Partners (participation in target country: Bulgaria)**

Name of Activity (eg Nat Training, Acquis Diss, Inst Building etc):	National Training Program
Title of activity you participated in according to invitation:	Quality Management, Standardization and certification

Place of event: Rodina Hotel, Sofia, Bulgaria	Date of event: 20th November 2008
Name of association: National Chamber of Skilled Crafts - Bulgaria	Name of reporting partner: Franz Ertl

What was your role in the activity? (eg speaker, expert for institution building etc)
Presentation of the Training Tool and the contents of ISO 9000:2000.

What was the content and the objective of the activity?	What are your personal observations on the results? Did you encounter any problems? Please evaluate:	Any other comments ? Is there a need for further actions with this partner?
First I gave an overview to the Quality Management and how to implement it in SME. Then I pointed out the advantages of being certified in ISO 9000 and how it could be done practically.	The meeting was well prepared. The participants came from different companies. They were interested in the subject. Some of them were already certified in ISO 9000:2000. The discussion was very interesting. The day after the meeting I visited a company which got the certification some weeks before the meeting. It was a pleasure being there.	We are going to provide information materials to Quality management and to technical courses.

Contact person: Mr. Christoph Huter **Place and Date: November 20th, 2008** **Signature of reporting partner:** 



Your Logo

