



welkom

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Vlaams Centrum
voor **Kwaliteitszorg**



**Transforming Flanders through
connecting people in exiting unique
experiences in order to get more
excellent and innovative companies**

International contacts

We are

- **Member of the EOQ . (European Organisation for Quality)
35 countries**
- **National Partner Organisation of EFQM (European
Foundation for Quality Management)**
- **We have good contacts with ASQ (American society for
quality)**

Bulgaria

- **State Agency for Metrology and Technical Surveillance**
- **National Representative President :Dr Katerin Katerinov**
- **Managing Director : Mrs Nadia Stoytcheva**
- **Number of staff at Secretariat : 1**
- **Office Address :21, 6th September Street BG1000 Sofia**
- **Tel :++3592 987 16 68**
- **e-mail :icmail.orbitel.bg Internet
:www.damtn.government.bg**
- **EOQ Representative :Mr Katerin Katerinov**
- **Founded : 1962 Joined EOQ : 1967**
- **Number participants in European Quality Week events 180**

Romania

- **Romanian Association for Quality**
- **Number of staff at Secretariat : 20**
- **President: Mr Nicolae Cristian Pârvan**
- **Managing Director :Mr Alexandru Kordasevski**
- **Office Address : Str. Iani Buzoiani . 1, bl. 16A, ap. 40-41,Sect. 1 RO0111571 Bucharest**
- **e-mail :arc@quality.ro Internet :www.quality.ro**
- **EOQ Representative : Mr Liliana Nitu**
- **Founded 1990 joint EOQ in 1993**
- **Number of Members :326**
- **Turn over 120.000 €**

Croatia

- **Croatian Society for Quality**
 - **President :Mr Božidar Ljubić**
 - **Managing Director :Secretary Mrs Ana Devcic-Jeras**
 - **Number of staff at Secretariat : 9**
 - **Office Address :Berislavica 6 HR**
 - **e-mail :hdk@inet.hr Internet
:www.kvaliteta.inet.hr/htm.hdk**
 - **EOQ Representative :Mr Marijan Juric e-mail :
marijan.juric@podravka.hr**
 - **Founded : 1993 Joined EOQ : 1993**
 - **Number of Members :Individual : 92 Corporate : 268**
 - **Number of participants in Quality Week events 400**

Turkey

- **Turkish Standards Institution**
- **National Representative: President :Mr. Kenan MALATYALI**
- **Number of staff at Secretariat : 4**
- **Office Address :112, Necatibey Caddesi TR06100
Bakanliklar - Ankara**
- **e-mail :tsepresident@tse.org.tr Tel :+90312 41 70021**
- **EOQ Representative :Mr. Keman Malatyali**
- **e-mail : tsepresident@tse.org.tr**
- **Founded : 1954 Joined EOQ : 1976**
- **Number of Members :**
- **Individual : 1161**
- **Corporate : 4500**

European Projects

**EFQM & Equal opportunities
ECSI (European Customer Satisfaction Index)
EOQ 2006 conference**

Recognition of Quality

**Quality mark K2 (EFQM)
Management Innovation Award
Quality club**

Networking & members

**Valk
VCK-connect
Creatopia salon
Human error project**

Communication on Quality

**Quality magazine
Quality congress
VCK-site
Newsletter**

QUALITY CLUB FLANDERS
Flemish quality management center

Quality club Flanders

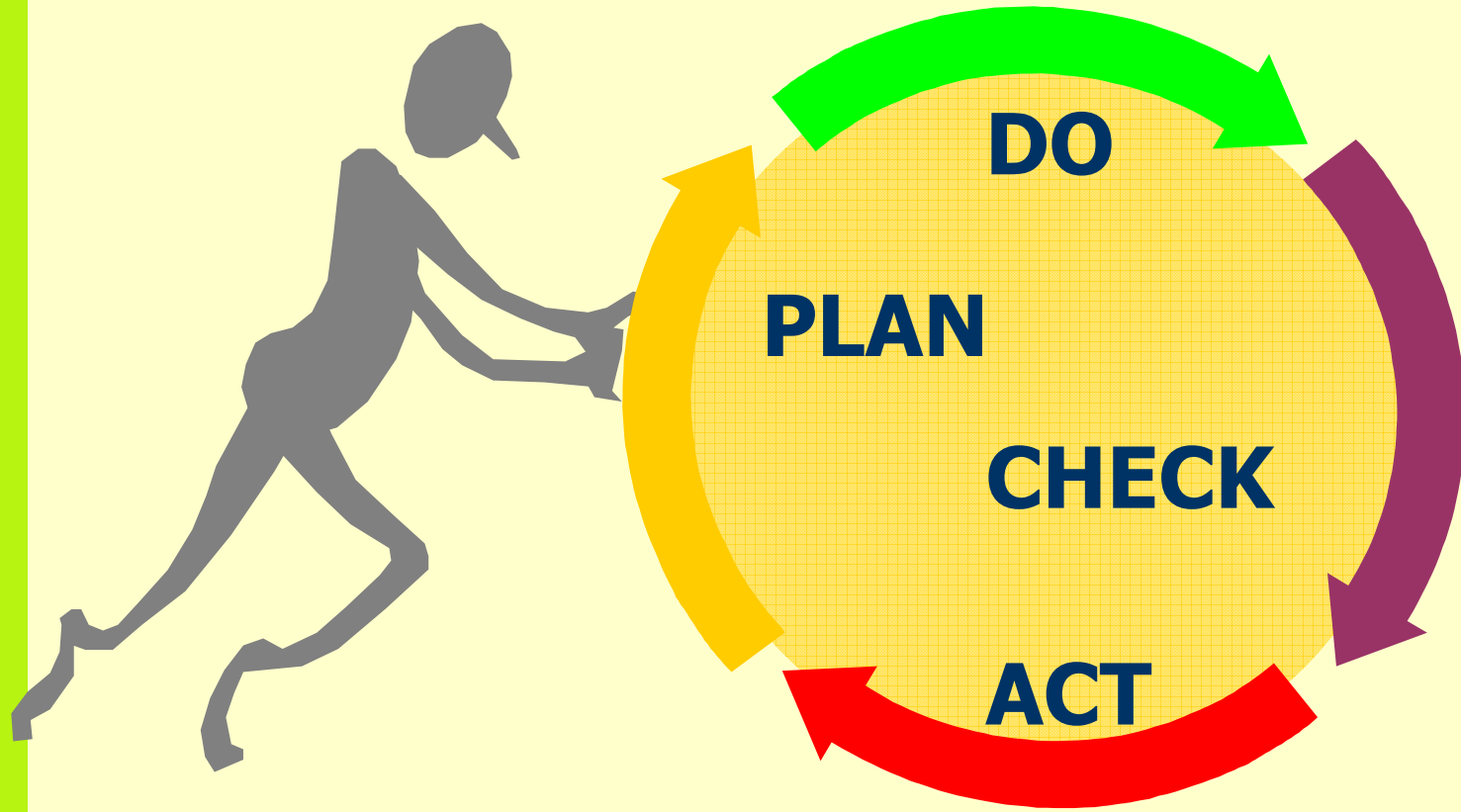
**MAKE QUALITY
VISIBLE**

What the consumer expects?

- **To give a friendly welcome**
- **Enough information**
- **Take the time to discuss his requirements**
- **Product knowledge**
- **Up to date information**
- **Take responsibility for problems**

Consumers are more demanding!

Simple principles



What should members do?

Assignment:

- **Improvement plan with achievable results**
- **Complaint procedure**
- **Assessment document for customer satisfaction**

How do we help?

- **Participants meets a quality mentor 4 times a year**
- **We organise each month a quality café**
- **Mentors briefings are foreseen**
- **Mentors get trained if necessary**
- **We get reports from the mentors**

The levels and the certificates

- **3 levels: Bronze Silver Gold**
- **Bronze are the starters, at the silver level they evaluate the improvement plan and the gold ones give a presentation and have a mission.**
- **Certificates are distributed during a Quality party**
- **A minister hands them out**
- **Participants receive a photo with the minister**

The Jury

- **Representative of the Flemish quality management center**
- **Representative of the professional bodies**
- **Representative of the umbrella organisations**
- **Independent quality expert**

The project was recognised as from December 2005 by the Flemish government

Different sectors

- **Building industry**
- **Restaurants**
- **Nursing homes**
- **Garden centers**
- **Fitness clubs**
- **Lawyers**
- **dentists**
- **Garages**

QUALITY CLUB FLANDERS **different steps:**

- **Find a contact person in the professional organisation**
- **Show examples of improvement plans**
- **Meet with the candidates**
- **Make an assessment form for customer satisfaction**
- **Provide the workbook**
- **Agree date for submission of documents**

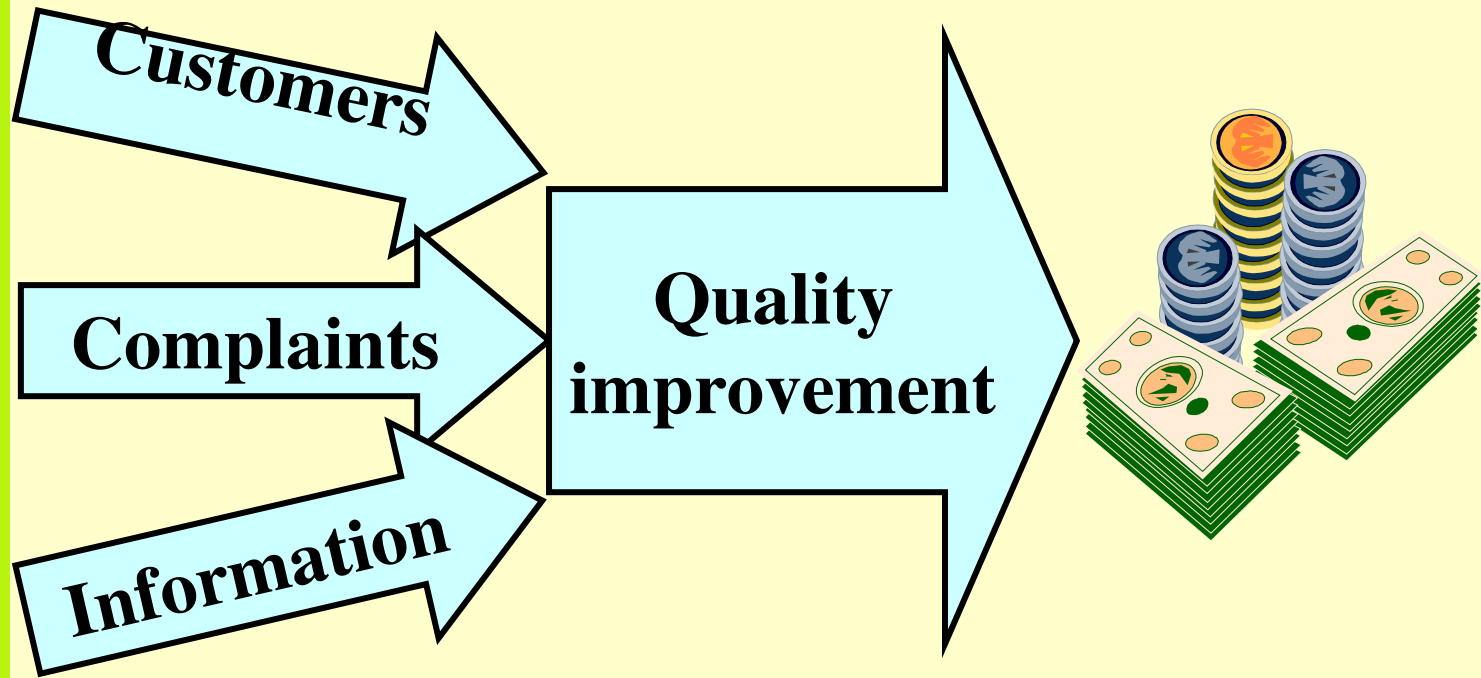
The mentor concept

- **Find quality managers in the industry**
- **Explain what the quality club is**
- **Assign them a company**
- **Get them in contact with the company**
- **Get reports on the progress and the results**
- **Regular meetings of the total network in the quality club café.**

Results in a dental office

	2004	2005	2006	2007
• Number of articles	467	419	392	312
• Number of suppliers	9	7	4	4
• Decrease of inventory (base)	12 %	18 %	26 %	32 %
• help in administration	21	18	4	0
• Instruments not in place	27	14	3	0
• Increase of customers	= 12%			
• Savings on energy and water	= 8%			

QUALITY CLUB FLANDERS
Flemish quality management center



INPUT + ACTION = RESULT

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