

55th EOQ Congress
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"Navigating Global Quality in a New Era"



June 20, 2011 (Monday)

Pre-Congress Seminars

KEMPINSKI HOTEL CORVINUS
REGINA BALLROOM II.

Erzsébet tér 7-8, Budapest V.
Monday 10:00 – 16:00

3.2. QUALITY IN PUBLIC ADMINISTRATION

Session Chair: *Viktor Horváth, Ministry of Public Administration and Justice, Hungary*

11.10 The first Government Programs for QSM Certification in the Social Sector of Russia

Maria Koroleva, Russian Certification Technologies Ltd Russia

Koroleva, Maria (Russia)

Director at the Russian Certification Tehnologies, Ltd. being among the TOP 10 Russian certification bodies. Higher education: Ural Federal University named after the First President of Russia Yeltsin, specialty: management in the social sphere, diploma with honour. She is IRCA Auditor (International Register of Certified Auditors) since 2009 and Risk Manager since 2010. She has expert certification of Quality Management Systems and Environmental Management Systems in the Russian register of GOST. She is also expert on certification (Status A1) of Occupational Health and Safety Management System in Quality Austria since 2009.

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**About the company Russian certification technologies, Ltd**

- has been attested in ROSSTANDART in accordance with Integrated management system;
- has been attested in "Military Register" system as a certification body of Quality management system;
- has been notified (attested) for conducting certification of Quality management system of company-suppliers of material and technical resources for JSC "GAZPROM";
- ROSTEHCERT is an official representative of Quality Austria in Russia;
- ROSTEHCERT is a member of Quality Leaders club-house of Central and Eastern Europe countries.

Russian certification technologies, Ltd in TOP 10 Russian certification body and we're the laureates of International Quality Tournament of the Central & Eastern European countries

About speaker Maria Koroleva

Higher education: Ural Federal University named after the First President of Russia B.N.

Yeltsin, specialty: management in social sphere, diploma with honour

- Expert on certification of Quality Management Systems in the Russian register of GOST R since 2006
- Expert on certification of Environmental Management Systems in the Russian register of GOST R since 2006
- Expert on certification of Quality Management Systems in the Free-will Certification System "Military Register" since 2006
- Expert on certification (Status A1) of Quality Management Systems in Quality Austria since 2008
- Expert on certification (Status A1) of Occupational Health and Safety Management System in Quality Austria since 2009
- Auditor in International Register of Certified Auditors (IRCA) since 2009
- Risk Manager since 2010

About the topic

The first government programs for QMS certification in Russia in social sector

Introduction

By the end of the year 2000 the majority of companies and organizations have heard about ISO standards. It became apparent that incorporation of ISO standards is imperative to successful integration of Russia economy into the European economic domain. While compliance with ISO standards became a requirement for international contracts, giving industrial corporations a necessary push towards integrating ISO, organizations from social service sector have not receive such incentive. Only a few were able to make a decision to implement management systems principles on their own. Having hospitals, libraries or municipal structures re-orient towards customer satisfaction still requires much work.

Contents

1. Comparative analysis of ISO certificates issued to organizations of the social service sector in Russia and worldwide.
2. The importance and difficulties of accepting the term "Quality Service" by governmental, healthcare and municipal institutions (kindergardens, museums and so on) in Russia.
3. Certification programs for social service organizations in Russia.
4. Largest certification effort in Russia, program "Quality" for Chuvash region. Structure. Basic elements. Results.
5. An example of certification of the first library in Russian as a part of program "Quality".
6. Certification programs for ISO 9001 compliance in the Northern regions of Russia.
7. An example of certification of Child Healthcare Centers.

Conclusion

Russia lacks the unified certification program as well as any government incentive to implement ISO. However those libraries, museums, hospitals that have made a decision to get certified deserve our attention and respect because they have done so without any consultation, carefully and with attention to details and a firm belief in what they are doing.