

The First Government Programs for QMS Certification in Russia in Social Sector



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Today **ROSTHECERT** has certified (Quality Austria)
more than 90 companies





**ROSTEHCERT
is the
representative
of QA in Russia**

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SOCIAL SECTOR-

is the set of organizations, which activity is aimed to render assistance, supporting, progress of society

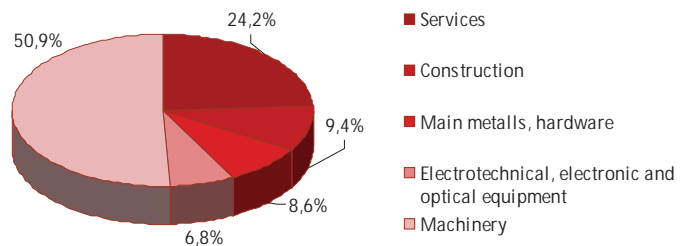
According to Statistical Classification of Economic Activities

EAC 38 Health and social work and
EAC 39 Other social services (partly)

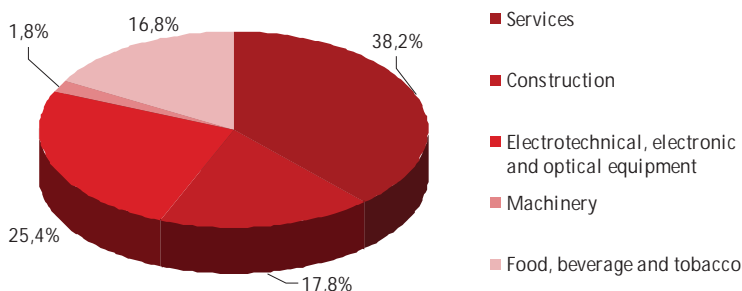
is related to the social sector



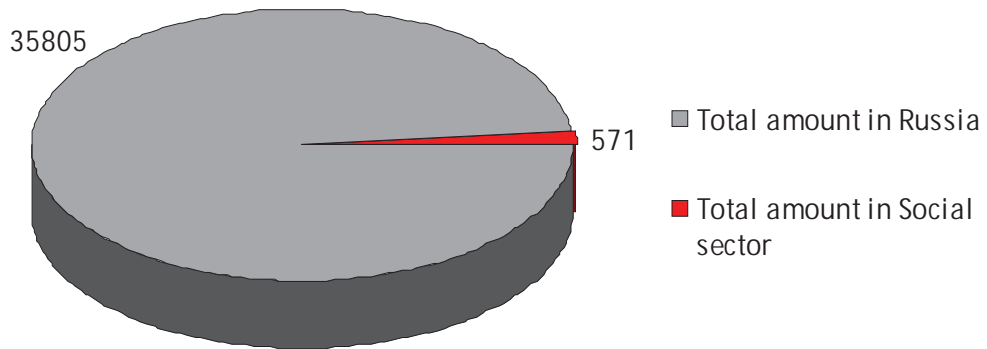
The percentage ratio of the certificates in different economic sectors in the world (2009)



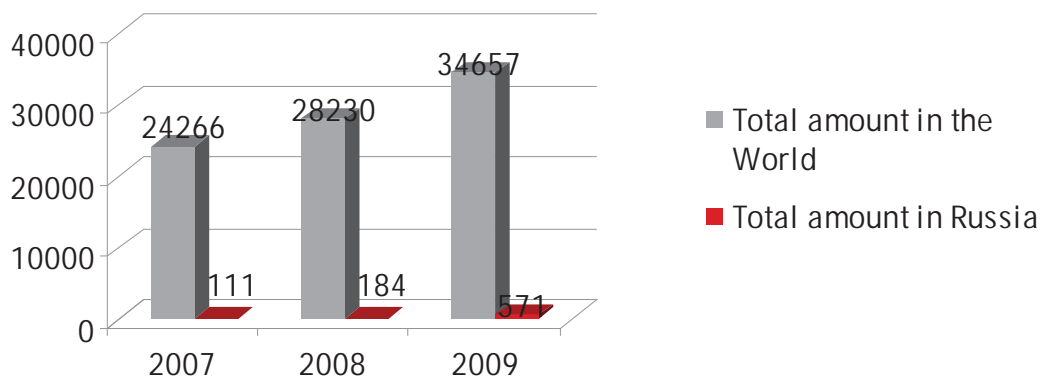
The percentage ratio of the certificates in different economic sectors in Russia (2009)



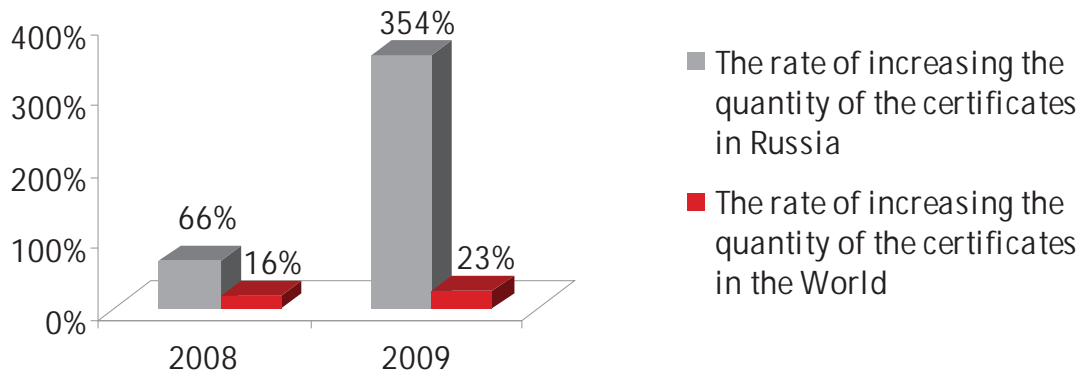
The quantity of certificates in Russia in 2009



The quantity of certificates in social sector



The rate of increasing the quantity of the certificates



**The Quality Management System objective –
is the increasing of customer satisfaction of the
services by the increasing of their quality**

For the organizations of social services sector “the increasing of customer satisfaction” – requires a considerable revision of the processes



The necessity of reorganization in the sphere of social services and customer satisfaction focus is evident

What can stimulate that process?

- ✓ Setting up the commercial organizations of social sector (private hospitals with paid service, rehabilitation centers and so on)
- ✓ The adoption of the social programmes in QMS sphere



At regional levels there are the following programs:

⇒ Yamal-Nenets Autonomous Area – QMS certification in medical institutions

⇒ Khanty-Mansi Autonomous Area - Certification of social service institutions

⇒ The Chuvash Republic- Republican comprehensive program "Quality" for 2010–2020



ROSTEHCERT has certified the first library for children in Russia



In 2008 «Chuvash Republic Library for Children and Youth» became the social project participant for adoption and preparation for QMS certification in accordance with ISO 9001:2000 in the Chuvash Republic organizations of culture sphere realizing in accordance with Republican comprehensive program “Quality”



«We strive for being the best library in the area of the library-information services for children and youth in Russia. For it we are going to: satisfy current and future customer's needs in intellectual and spiritual development, self-knowledge and self-education on the fullest and the most qualitative level; continual improve of the library-information services and products quality; continual raise the efficiency of library work”



The first public library has been certified in April 2011

Sverdlovsk Regional Scientific library was found in 1899. Nowadays it is the largest library in Sverdlovsk region, the cultural, educational and informational center. Sverdlovsk Regional Scientific library – is the Central library of Sverdlovsk region.

The total collection on the traditional carriers is more than 2.2 million units.



The mission of the library is: to promote the development of the intellectual and cultural potential of the Ural, giving the inhabitants of Sverdlovsk region all variety of information.



Rehabilitation centre for disabled children and teenagers «Solnyshco» has been certified in March 2011



The mission of the centre is: maintaining and developing of the normal functioning family; increasing life quality of the attended families; maintaining social stability of the children and teenagers with different degrees of health restrictions in Soviet Area conditions.



Rehabilitation centre for disabled children and teenagers
«Solnyshco» - is the state establishment, organizing and realizing comprehensive service for handicapped children and children with weak health.



There are 103 types of the social services in the centre.



What gives QMS certification in accordance with ISO 9001:2008 to the organizations of social sector?



- ➔ The guarantee of qualitative services before the client;
- ➔ The clear description of the processes of services and all activity of organization;
- ➔ The confidence of the leader that the services are up to the mark;
- ➔ Understanding of the role and responsibility of the personnel;
- ➔ Striving to the continual improvement and development of the organization;
- ➔ Increasing the prestige of the organization in clients and interested parties eyes;
- ➔ Advantages in the participating in competitions.



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QMS in social sector organizations

Functioning QMS can be made only by the personnel of organization

Recognition of the importance of the project by top-management of organization

QMS is individual for every organization and every branch of social sector

All groundwork of organization for quality provision and customer's satisfaction takes into account in QMS



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The features of carrying the audits in services sector organizations in accordance with ISO 9001:2008



- ➔ the competence of auditors in that economic sector;
- ➔ the perception of the uniqueness of organization;
- ➔ monitoring the process of providing services during the audit;
- ➔ the attention to the process approach;
- ➔ individual and delicate approach to the representatives of departments;
- ➔ obligatory additional importance of the audit.

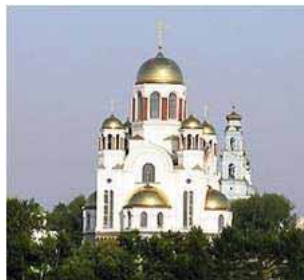


The organizations of services sector attach great importance to presentation of the certificates and extensive media coverage



Russia lacks the unified certification program as well as any government incentive to implement ISO.

However those rehabilitation centers, libraries, 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.



Welcome to Russia!



Thank you for your attention!

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