

THE IMPACT OF THE ISO 9001:2015 REQUIREMENTS ON THE CONTROL OF EXTERNALLY PROVIDED PROCESSES, PRODUCTS AND SERVICES IN THE SMALL AND MEDIUM WOOD INDUSTRY ORGANIZATIONS

Renata Nováková, Alena Pauliková, Jana Šujanová

Slovak University of Technology
Faculty of Material Science and Technology, Trnava, Slovakia

Increasing the Use of Wood in the Global Bio-Economy, Belgrade, Serbia, September 26th – 28th, 2018



CAMPUS BOTTOVA

MATERIÁLOVOTECHNOLOGICKÁ FAKULTA SO SÍDLOM V TRNAVE, SLOVENSKÁ TECHNICKÁ UNIVERZITA V BRATISLAVE

LEGENDA

1. BUDOVA ŠKOLY – SÍDLO UMAT, UVTE, OPOM
2. BUDOVA ŠKOLY – SÍDLO UBEI, LABORATÓRIA UVSM
3. STARÝ INTERNÁT
4. SPOJOVACIA CHODBA S JEDALŇOU
5. TELOCVIČNA A PLAVÁREŇ
6. LABORATÓRIÁ TECHN. ZVÁRANIA A TVÁRNENIA
7. LABORATÓRIA TECHN. MATERIÁLOV A OBRÁBANIA
8. ZLIEVAREŇ
9. TRAFOSTANICA
10. VEĽKÁ AULA – Kapacita 600 miest
11. NOVÝ INTERNÁT
12. NOVÉ PARKOVIŠKO

pokračovanie

13. NOVÁ BUDOVA CENTRA EXCELENTNOSTI 5-OSOVEHO OBRÁBANIA
14. ZÁMER VÝSTAVBY BUDOVY LAB. AUTOMATIZÁCIE – platné Stavebné povolenie
15. ZÁMER VÝSTAVBY BUDOVY LAB. MATERIÁLOVÉHO VÝSKUMU – rozpracovaná dokumentácia
16. ZÁMER VÝSTAVBY BUDOVY DEKANATU – štúdia, platné Územné povolenie
17. ZÁMER VÝSTAVBA BUDOVY DEKANATU – platné Územné povolenie
18. ZÁMER VÝSTAVBA BUDOVY – PREDNÁŠKOVÉ MIESTNOSTI – platné Územné povolenie
19. ZÁMER VÝSTAVBY BUDOVY – MULTIFUNKČNÁ HALA pre knižnicu, študovňu, kultúrne akcie študentov
20. ZÁMER VÝSTAVBA BUDOVY – MULTIFUNKČNÁ ŠPORTOVÁ HALA - štúdia, platné Územné povolenie
21. ZÁMER VÝSTAVBY BUDOVY LABORATÓRIÍ TECHN. TVÁRNENIA – platné Stavebné povolenie
22. ZÁMER VÝSTAVBY PARKOVIŠKA – platné Stavebné povolenie
23. ZÁMER VÝSTAVBY PARKOVIŠKA – platné Stavebné povolenie
24. BOTANICKÁ ZÁHRADA so vzácnymi drevinami – ZÁMER VÝSTAVBY MULTIENERGETICKÉHO SKLENÍKA



The revised ISO 9001: 2015 standard is based on the principles of quality management:

- ▶ customer focus
- ▶ leadership
- ▶ engagement of people
- ▶ process approach
- ▶ improvement
- ▶ evidence-based decision making
- ▶ relationship management.

This international Standard can be used by internal and external parties:

- The ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements
- facilitating opportunities to enhance customer satisfaction
- the ability to demonstrate conformity to specified quality management system requirements.
- addressing risks and opportunities associated with its context and objectives

CONTROL OF EXTERNALLY PROVIDED PROCESSES, PRODUCTS AND SERVICES

- ▶ products and services from external providers are intended for incorporation into the organization's own products and services
- ▶ products and services are provided directly to the customer by external providers on behalf of the organization
- ▶ a process, or part of a process, is provided by an external provider as a result of a decision by the organization

Controlled conditions shall include, as applicable:

- the availability of documented information that defines:
- the characteristics of the products to be produced, the services to be provided, or the activities to be performed,
- the results to be achieved
- the availability and use of suitable monitoring and measuring resources
- the implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs and acceptance criteria for products and services, have been met,
- the use of suitable infrastructure and environment for the operation of processes
- the appointment of competent persons including any required qualification
- the validation and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement
- the implementation of actions to prevent human error
- the implementation of release, delivery and post-delivery activities.

The subject of our interest will be

subchapter no. 8. 5 Production and provision of services.

and

subchapter 8.5.3 Property belonging to customers or external providers

APPLICATION OF THE REQUIREMENTS FOR PRODUCTION AND SERVICE MANAGEMENT IN SMALL AND MEDIUM-SIZED ENTERPRISES IN THE WOOD-PROCESSING INDUSTRY

- ➔ Woodworking companies can be divided into three groups: sawmills, pulp and paper and furniture manufacturers

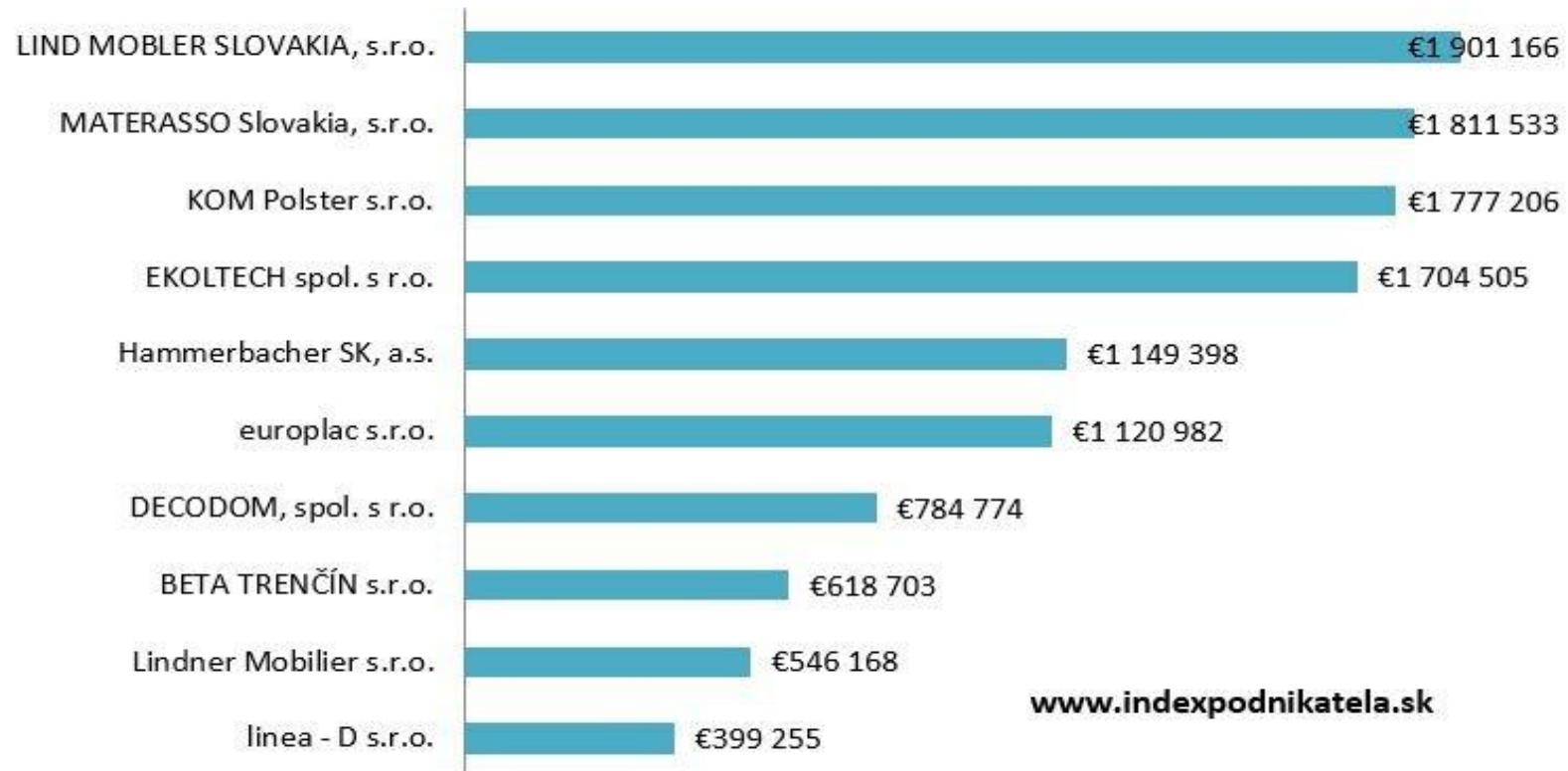
TOP 10 firiem z hľadiska tržieb



www.indexpodnikatela.sk

► Profit netto TOP 10 companies

TOP 10 firiem z hľadiska zisku po zdanení



www.indexpodnikatela.sk

► **Services that could be the subject of outsourced processes by external providers in the woodworking industry:**



- Professional advice
- transportation
- Product Handling
- mounting
- Warranty and post-warranty service
- Packaging, translation and palletizing
- Wholesale and retail trade
- IT services
- Services related to safety and health at work.....etc.

Insight of Contract Workers' Needs and Expectations

Insight of the understanding consists the clause 4.2 in

ISO 9001:2015

and

ISO 45001:2018

management of organizations not only shall monitor and review information but as well to exactly determine for both standards:

- a) Who/which are** interested parties,
- b) What are relevant requirements** = needs and expectations,
- c) Which of b)** are/become legal and/or standard requirements.

Concurrent Work Environment Requirement

Concurrent work environment

= workplace where there is performed contract worker's activities = sphere of influence

Wood industry i.e. internal and external work environment:

- Workplace with saws,
- Pulp and paper industry,
- Furniture industry,
- Etc.

Requirement for concurrent work environment

sustainable quality (business) + health and safety (staff)

Several Impact in Concurrent work environment

- Wood (paper, cellulose fraction) dust = mechanical irritation,
- Bioaerosol exposure,
- Noise,
- Vibration,
- Various injuries,
- etc.

Partly Solution with Respect to ISO 9001:2015 and ISO 45001:2018

Necessity to properly inform the interested parties providing services as contract workers about:

- Implemented relevant legislation requirements,
- Applied ISO standards,
- Possible loads in workplace,
- Supposed exposures,

And

Relevant legislative support and protection,

Applicable personal protective equipment.

Thank you for your attention

