

THE IMPROVEMENT OF A QUALITY MANAGEMENT SYSTEM BY APPLYING RISK MANAGEMENT

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Abstract:

In the 21st century, in order to survive in the market, all the organizations, regardless their field of activity, must improve their business. For this purpose, different models have been developed that can be applied, such as TQM, SR EN ISO 9001:2015. Also, after implementation, they must be continuously improved in order to support organizations to cope with changes that occur in the market, thus the objective of this research is to improve the quality management system implemented in the largest porcelain manufacturer in Romania and in Southeast Europe by applying risk management. Methodology presented in this study is based on the following five steps: risk identification, risk analysis, risk assessment, risk treatment and risk monitoring and review. In conclusions, various risks have been identified that may affect the proper conduct of the quality management system. In order to avoid this, risk treatment actions have been implemented, thus contributing to the improvement of the considered quality management system.

Keywords: quality management system, risk management, improvement, porcelain factory

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