

Qualitätsmanagement-handbuch - Rolf Mohr

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Kundenzufriedenheit, Serviceorientierung, Profitabilität, Mitarbeiterzufriedenheit, Transparenz sowie effiziente und qualitativ hochwertige Abläufe, nach dieser Devise hat sich unser Unternehmen als (Dienstleister, Produzent o.Ä.) etabliert. Die XY unterhält ein Qualitätsmanagement-System, das den Anforderungen der DIN EN ISO 9001:2000 entspricht. Dieses Managementsystem befähigt die XY, Dienstleistungen (Produkte) zu realisieren, die den Forderungen der Kunden, des Marktes und evtl. bestehenden behördlichen Forderungen entsprechen. Der durch dieses System implementierte kontinuierliche Verbesserungsprozess sichert diese Fähigkeit auch in der Zukunft und bildet somit die Basis, die Kundenzufriedenheit und damit auch die Position des Unternehmens auf dem Markt weiter auszubauen. Das QM-System wird von der QM-Stelle laufend überprüft und - falls erforderlich - in Abstimmung mit den betroffenen Bereichen überarbeitet. Alle Mitarbeiter der XY sind darüber hinaus ausdrücklich aufgefordert, sich an der laufenden Verbesserung des Systems zu beteiligen. Dieses Handbuch beschreibt die wichtigsten Prozesse des Unternehmens und gilt für alle Mitarbeiter als verbindliche Grundlage Ihres Handelns. Skript aus dem Jahr 2004 im Fachbereich Wirtschaftsingenieurwesen, Note: 1, -, Veranstaltung: Vorlesung, Sprache: Deutsch. Author: Mohr, Rolf Publisher: GRIN Verlag Illustration: N Language: GER Title: Qualitätsmanagement-Handbuch Pages: 00049 (Encrypted PDF) On Sale: 2004-01-01 SKU-13/ISBN: 9783638333573 Category: Business & Economics : General

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