DOREL JUVENILE
Care for Precious Life

TRANSIÇÃO E IMPLEMENTAÇÃO DA ISO 9001:2015

Filipe Gomes

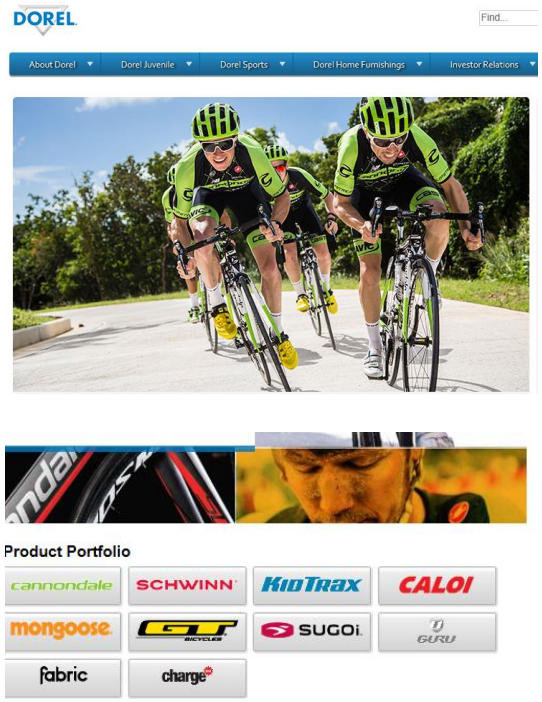
3 June 2016

MAXI-COSI bébéconfort Quinny Safety 1st Baby Art CREATIVE BABY SOUVENIRS

DOREL

Dorel's strength lies in the diversity, innovation and quality of its products as well as the superiority of its brands

DOREL Sports



DOREL JUVENIL

DOREL Home Furnitures

About Dorel Juvenile Europe

Dorel Juvenile Europe is a world class juvenile products company.

Our common goal is to give parents the most advanced products and services.

Our main brands can be found in no less than 80 countries around the world.

We are undisputed global leader in high quality, safe and fashionable juvenile products.

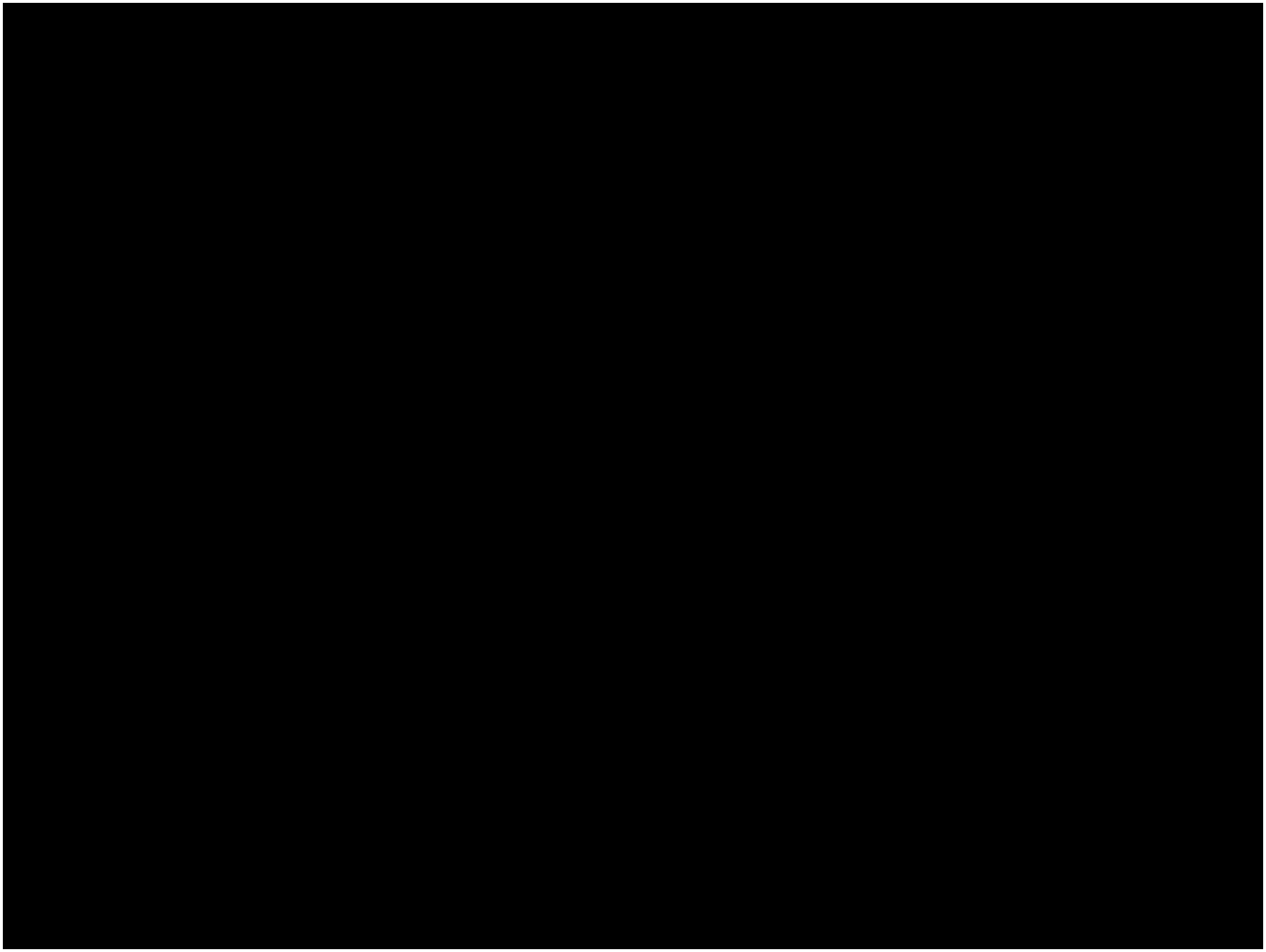
Safety 1st, and Baby Art

Bébé Confort

bébéconfort

Maxi-Cosi,

Quinny,



DOREL

Dorel's strength lies in the diversity, innovation and quality of its products as well as the superiority of its brands

Bébé Confort

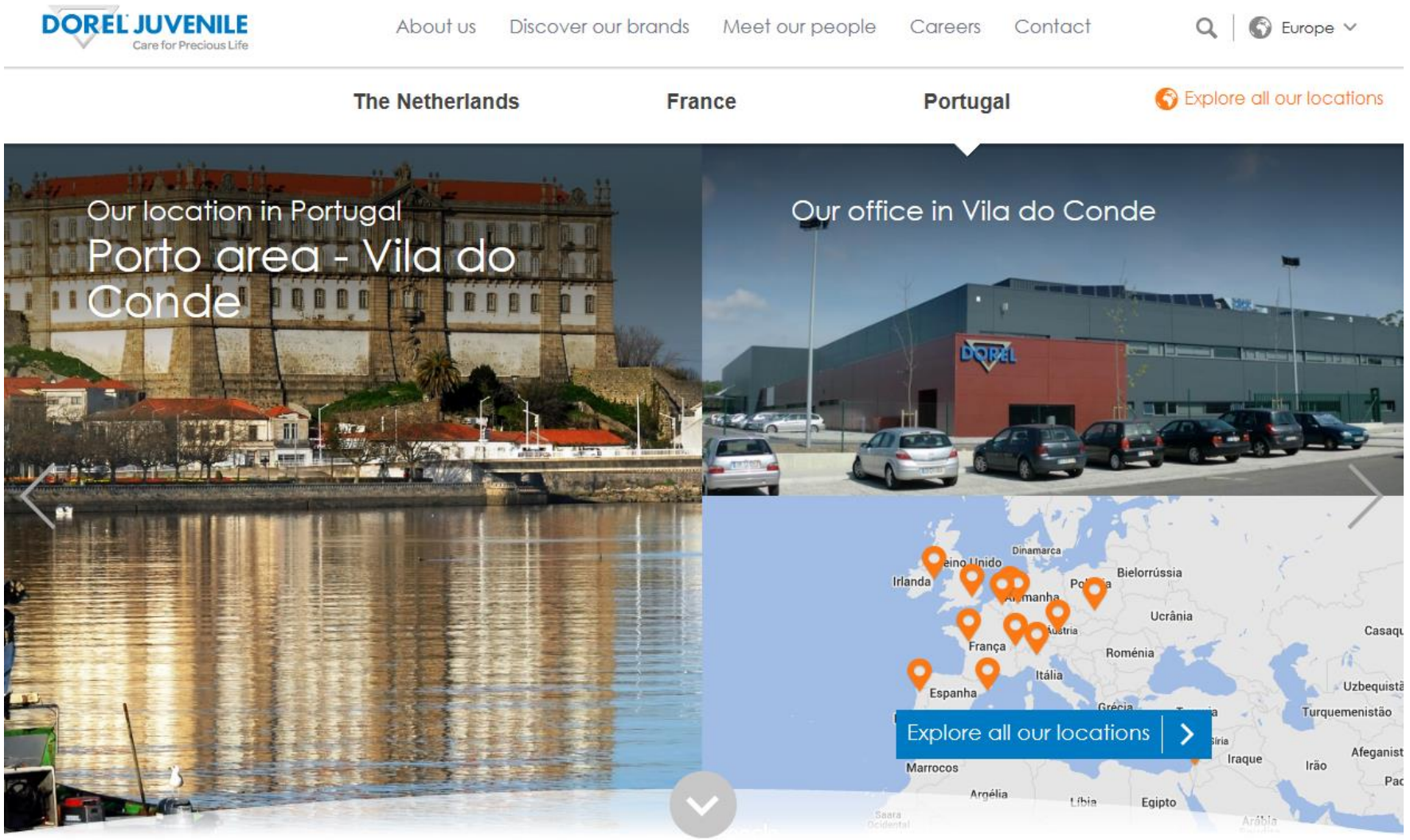
Maxi-Cosi,

Quinny,

Why We need to change ?

DOREL

Dorel's strength lies in the diversity, innovation and quality of its products as well as the superiority of its brands



DOREL

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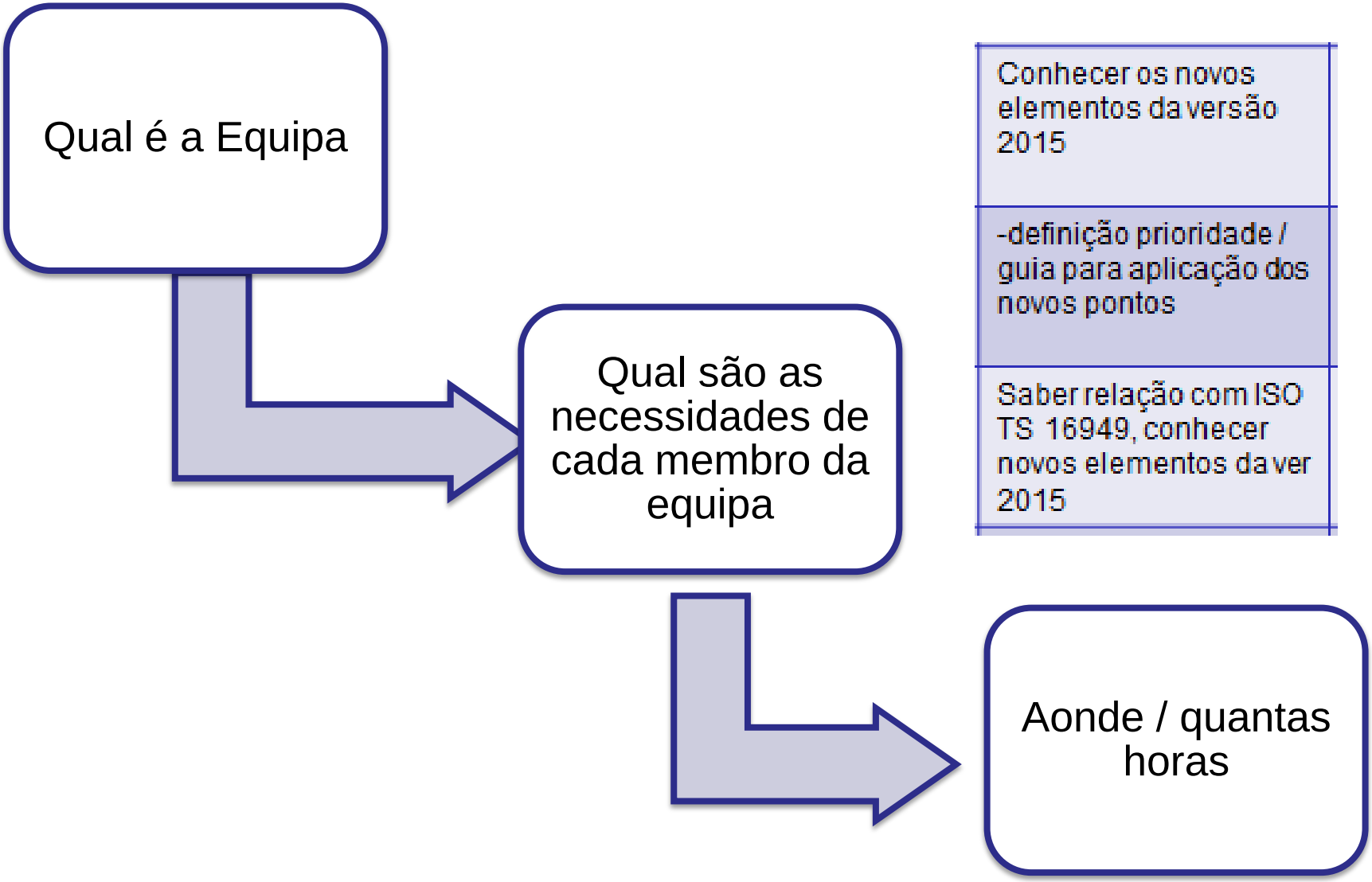
ISO 9001 : 2015

Step 1 : Formação



Empresa: Deve criar valor / benefícios para clientes , empregados, accionistas, fornecedores, sociedade em geral .

Função da gestão : PDCA (planear, organizar, liderar, monitorizar)

Pontos Chave :

- Mais foco no cliente
- Leadership mais repartido (não concentrado em 1 pessoa)
- Menos procedimentos (nada obrigatório) manual qualidade
- Envolver as pessoas !! adaptar-se a cultura da organização!!
- mantem abordagem por processo ! entrada saída , indicadores despenho resultados
- Melhoria continua -> melhoria …
- Factual aproach to decision-> evidence based decision making

Step 2 : Transition plan

ISO 9001: 2008	ISO 9001: 2015
1. SCOPE 1. General 2. Application	**1. SCOPE**
2. NORMATIVE REFERENCES	**2. NORMATIVE REFERENCES**
3. TERMS AND DEFINITIONS	**3. TERMS AND DEFENITIONS**
4. QUALITY MANAGEMENT SYSTEMS 1. General requirements 2. Documentation requirements	**4. CONTEXT OF THE ORGANIZATION** 1. Understanding the organization and its context 2. Understanding the needs and expectations of interested parties 3. Determining the scope of the management system 4. Quality management system
5. MANAGEMENT RESPONSIBILITY 1. Management commitment 2. Quality policy 3. Planning 4. Responsibility, authority and communication 5. Management review	**5. LEADERSHIP** 1. Leadership and commitment 2. Quality policy 3. Organizational roles, responsibilities and authorities

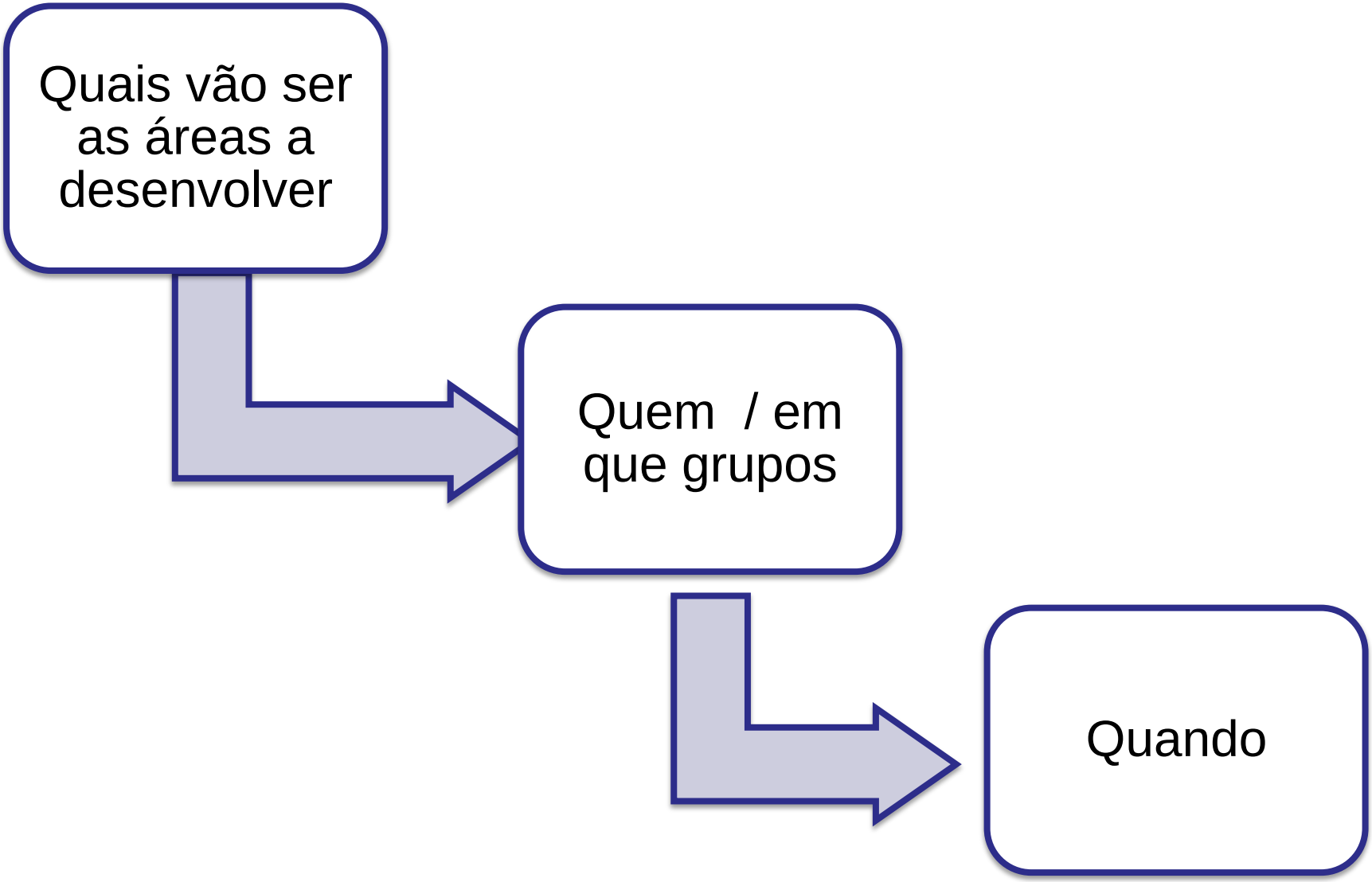
Step 2 : Transition plan

6. RESOURCE MANAGEMENT 1. Provision of resources 2. Human resources 3. Infrastructure 4. Work environment	**6. PLANNING** 1. Actions to address risks and opportunities 2. Quality objectives and planning to achieve them 3. Planning of changes
7. PRODUCT REALIZATION 1. Planning of product 2. Customer-related processes 3. Design and development 4. Purschasing 5. Production and service provision 6. Control of monitoring and measuring devices	**7. SUPPORT** 1. Recourses 2. Competence 3. Awareness 4. Communication 5. Documented information

Step 2 : Transition plan

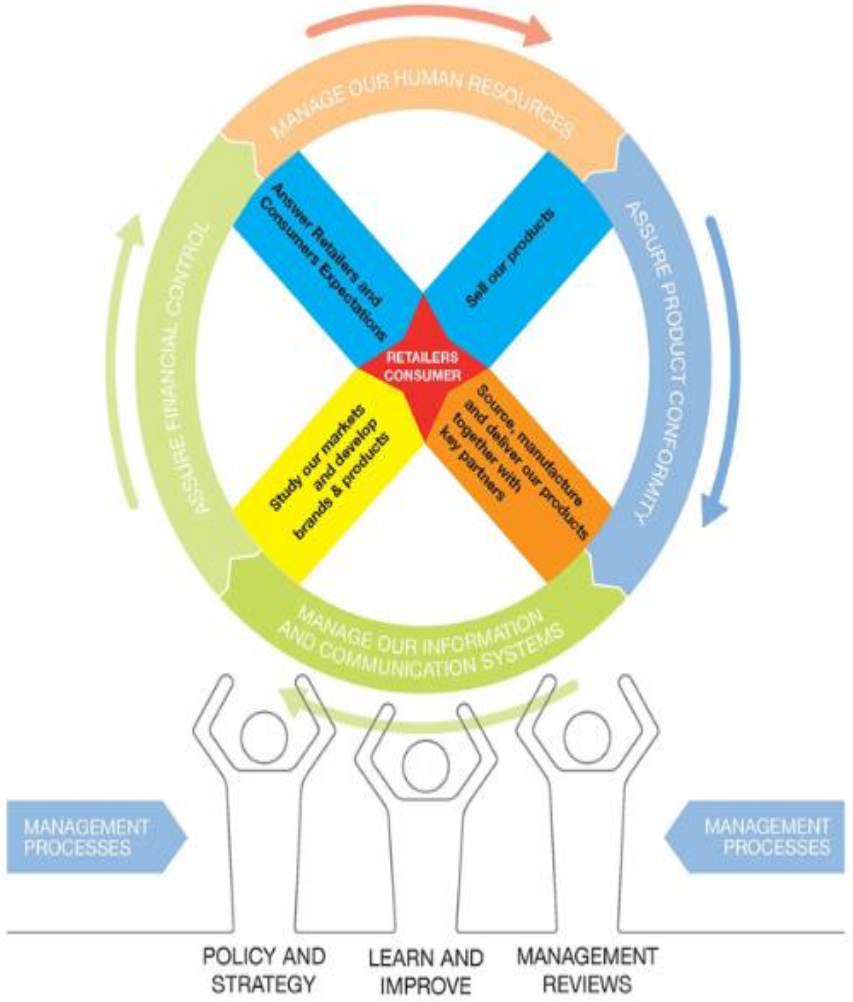
8. MEASUREMENT, ANALYSIS AND IMPROVEMENT 1. General 2. Monitoring and measurement 3. Control of nonconforming product 4. Analysis of data 5. Improvement	**8. OPERATION** 1. Operational planning and control 2. Determination of market needs and interactions with customers 3. Operational planning process 4. Control of external provision of goods and services 5. Development of goods and services 6. Production of goods and provision of services 7. Release of goods and services 8. Nonconforming goods and services
	9. PERFORMANCE EVALUATION 1. Monitoring, measurement, analysis and evaluation 2. Internal audit 3. Management review
	10. IMPROVEMENT 1. Nonconformity and corrective action 2. Improvement

Step 3: implementação



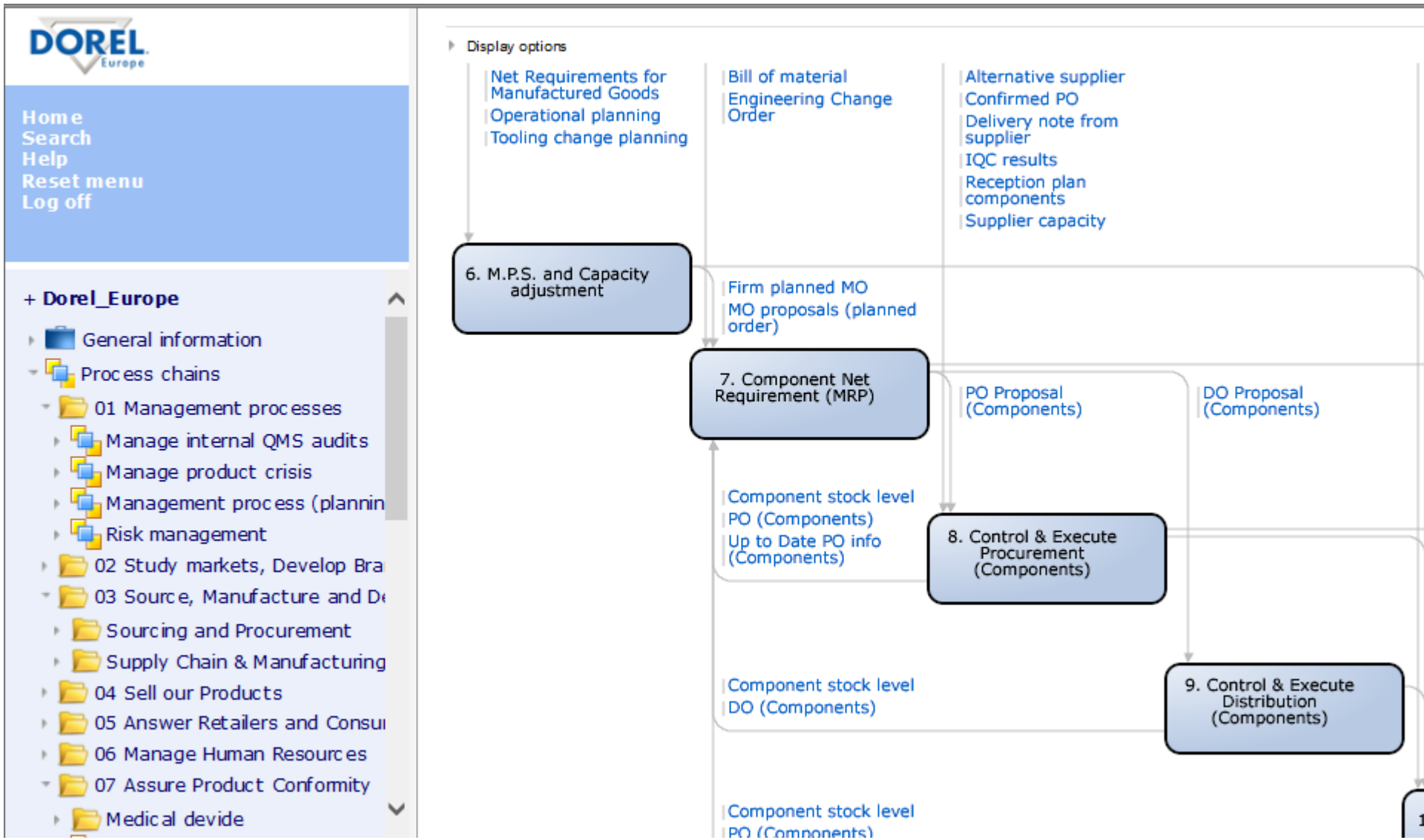
+ Dorel_Europe

- General information
- Process chains
- Procedures
- Steps
- Message specifications
- Systems
- Organisation
- Users
- Risk Management
- Definitions
- Documents/Links



Click here for the scope of the Dorel Europe (Quality) Management System.

Cobit 5 Environment


DOREL Europe
Home
Search
Help
Reset menu
Log off
+ Dorel_Europe
General information
Process chains
01 Management processes
Manage internal QMS audits
Manage product crisis
Management process (plannin
Risk management
02 Study markets, Develop Bra
03 Source, Manufacture and De
Sourcing and Procurement
Supply Chain & Manufacturing
04 Sell our Products
05 Answer Retailers and Consu
06 Manage Human Resources
07 Assure Product Conformity
Medical devide
Display options
Net Requirements for Manufactured Goods
Operational planning
Tooling change planning
Bill of material
Engineering Change Order
Alternative supplier
Confirmed PO
Delivery note from supplier
IQC results
Reception plan components
Supplier capacity
6. M.P.S. and Capacity adjustment
Firm planned MO
MO proposals (planned order)
7. Component Net Requirement (MRP)
PO Proposal (Components)
DO Proposal (Components)
Component stock level
PO (Components)
Up to Date PO info (Components)
8. Control & Execute Procurement (Components)
Component stock level
DO (Components)
9. Control & Execute Distribution (Components)
Component stock level

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Team up to Transform

ISO 9001 :2015

BOW TIE Diagram

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Procedure > Manage Claim

Groups

Processes bow-tie

Description

Preventive				Corrective		
Root cause	Owner	Control	Risk	Control	Owner	Consequence
Many sources of the claim (telephone, sales-force)	Claims manager	Cognos report M3, double claims	No or double registration of the same claim	Weekly analyse the cognos report.	Claims manager	Credit twice Sned the goods twice
Human error	Claims Manager	Claims assistent trained on good understanding of claim codes.	claim administrated with the wrong code	Find solution, commuicate with retailer/consumer/sales force, and discover the real cause	Claims assistant	Wrong action
Information from retailer wrong/false		--				Time to solution is longer
Miscommunication with retailer		--	Long lead time to solve the claim	Input from Finance about payment block by retailer, solve claim with top priority	Account receivalbe Manager & Claims Manager	Unsatisfied retailer
Miscommunication with transportation company	Logistic Manager	Frequent contact/evaluation with transport agency				Block payments by retailer
Miscommunication with sales team	Customer Service Manager	Train/inform sales office about M3 codifications				
		claims lead-time cognos report				

Step 4 : Evaluation

Quando :

13 Outubro 2015

A

2 Novembro 2015

ISO 9001
BUREAU VERITAS
Certification

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Dorel Juvenile Europe is first in its sector to gain ISO 9001:2015 certification

Dorel Juvenile Europe has become the first company in its sector to achieve the new ISO 9001:2015 certification. Active in 13 countries across Europe, it is also one of the first multinationals to gain this new certification for organisational quality. Dorel Juvenile Europe is a division of Dorel Industries (TSX: DII.B, DII.A), the world's largest manufacturer of children's products.

Anoucement
20-11-2105

Oficial Certificate
8 -12-2015

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We are ISO STAR …

Step 5 : What next

Review Stakeholder Maps

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WORKSHOOP

Stakeholder mapping

DOREL Portugal

May 2016

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Additional information

The stakeholder analysis has been performed by the following people :

- Filipe Gomes – Quality Manager
- Daniela Saldanha – Supplier Quality Assurance Engineer
- Nuno-Alexandre Pereira – Process Controller
- Paulo Carvalho – Quality Assurance Engineer

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STAKEHOLDER MAPPING

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STAKEHOLDER MAPPING

Created by : Anissa Belkacem

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Conclusão :

A ISO 9001 / DOREL

Mudou para

- Se adaptar a um mundo em mudança
- Reforçar a capacidade da Organização para satisfazer os clientes
- Reflectir o cada vez mais complexo ambiente em que a Organização opera
- Garantir que reflecte as necessidades das partes interessadas (relevantes…)
- Facilitar a integração com outros sistemas de gestão

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