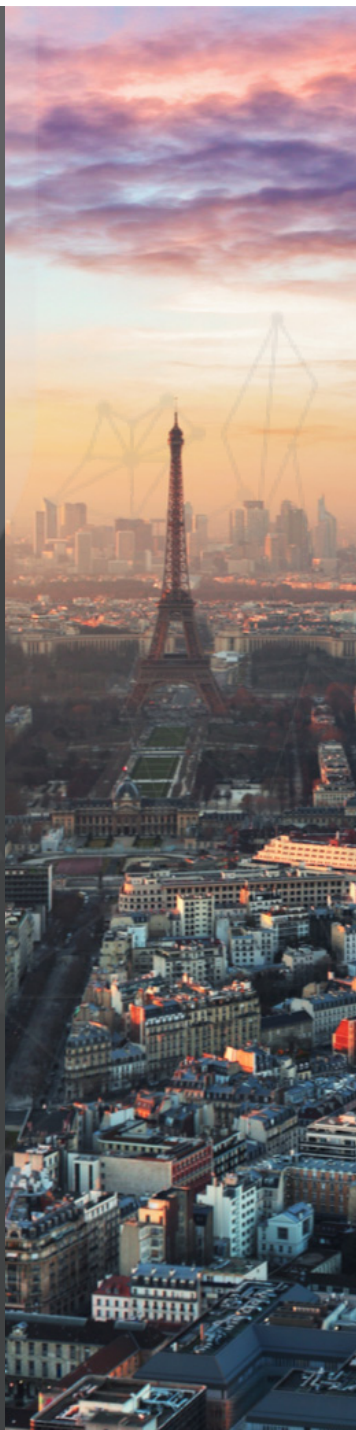


DAY

1



Torolf Paulshus

EOQ strategy, main actions and portfolio



EOQ STRATEGY

PROCESS & HIGHLIGHTS

by

Torolf Paulshus

EOQ President, CEO NFKR

European Quality Congress by AFQP 21-22 June,
2018 Paris/France

Topics in the Ex strategy works

1. EOQ bases

- Who we are, realities and formalities
- Why we are, EOQ purpose
- Needs from members
- Needs from central EOQ

2. Involving members

3. Directions, members GA decisions

- Product ownership
- Marked communication
- Information hub

4. Products in My EOQ

5. New challenges & new tools required

6. Implementation

EOQ bases ...

Who we are

EOQ is an association of members:

EOQ National Representative Organizations

- **Associated members**
- **Affiliated members**
- **Honorary members**
- **Individual Networking Partner members**

My EOQ concept



Who we are – www.eoq.org

EOQ National Representative Organizations (NR)

- The EOQ NRs must have been an EOQ associated or affiliated (non for profit) member for at least 3 years (exceptions can be made under certain conditions), be able to demonstrate its Quality Management System, be willing to share its know how at European level, formally commit to an active contribution and participation in EOQ activities and show data stating these criteria.
- The EOQ National Representative organization supports and promotes in an active manner EOQ key products and services in its own country, has a significant impact in its country in promoting Quality in its broadest sense, be willing to integrate the spirit of the vision and mission of EOQ into its own organization.
- The membership status of an organization as EOQ National Representative has a validity of 5 years.

Country Representatives - EOQ National Representative Organizations

Quality Austria (QA)

Austria
Zelinkagasse 10/3, 1010 Wien (Headquarter)
Am Winterhafen 1, A-4020 Linz (Operational Office)

Anni Koubek
Telephone: +43 1 5353748
Fax: +43 1 5337407
Email: anni.koubek@qualityaustria.com



Flemish Quality Management Center VCK

Belgium
20-22 Keizerstraat
2000 Antwerpen

Annette Geirnaert
Telephone: +32 201 14 50
Email: geirnaert@vck.be



Club 9000

Bulgaria
Sofia 1000, G.S. Rakovski str. 108, Office 508A,
Bulgaria

Dr. Katerin Katerinov
Tel/Fax: +35929804910
e-mail: club9000.2@gmail.com



Croatian Society for Quality (HDK)

Croatia
Berislaviceva 6, 10000 Zagreb, Croatia

Bojidar Ljubic



List cont'd on www.eoq.org

Why we are ... EOQ statutes 3.2

To ease the development and the dissemination of techniques for the study of quality in its widest sense;

- **to develop**, by all educational means, the consciousness, within the economic sector, the authorities and the public, of the importance of quality for society as a whole and to strengthen and **improve the competitiveness** of the European economy.
- **to encourage governments** at all levels to promote quality;
- **to encourage and to develop** examination and audit procedures of quality, to promote and to develop pedagogical materials as well as guides for certification of quality;
- to act, on a scientific point of view, as a **certification body** for personnel, systems and products;
- to establish **a forum for the exchange of ideas and information** between the members of the association, and other international or European organizations on the necessity of research in quality;
- **provide the members with assistance and collective services reserved for the members**, as well as the **organization of conferences** and seminars, the publication of information letters and the provision of information in the broadest way.

Mutual interest, Share, Provide, Encourage

Needs from members...

EOQ represents a major community with untapped opportunities

- A network of 30 national organizations and markets
- Profiling and branding
- Knowledge sharing
- National and Central Arenas and Congresses
- Harmonization of common products and services

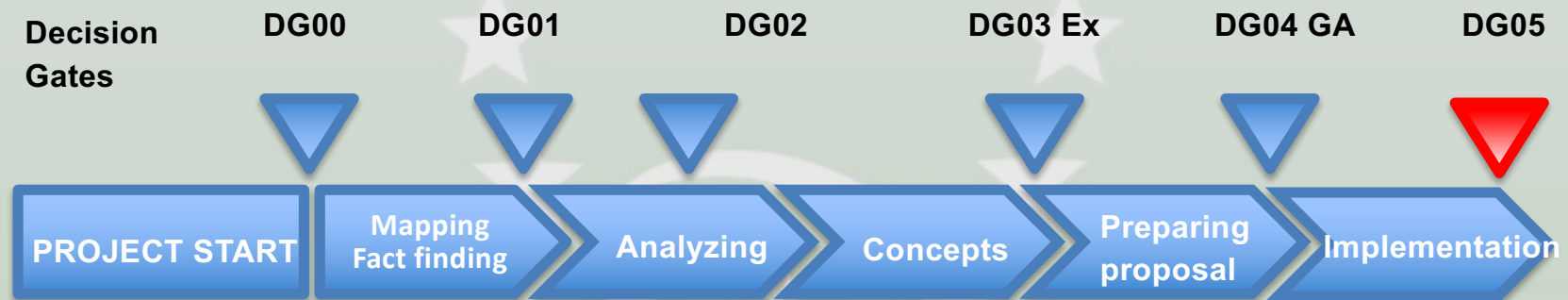
“My EOQ” is the product warehouse of EOQ

Needs in central EOQ...

- **Capacity to execute and deliver**
- **Management tools**
- **Information tools**
- **Finances**

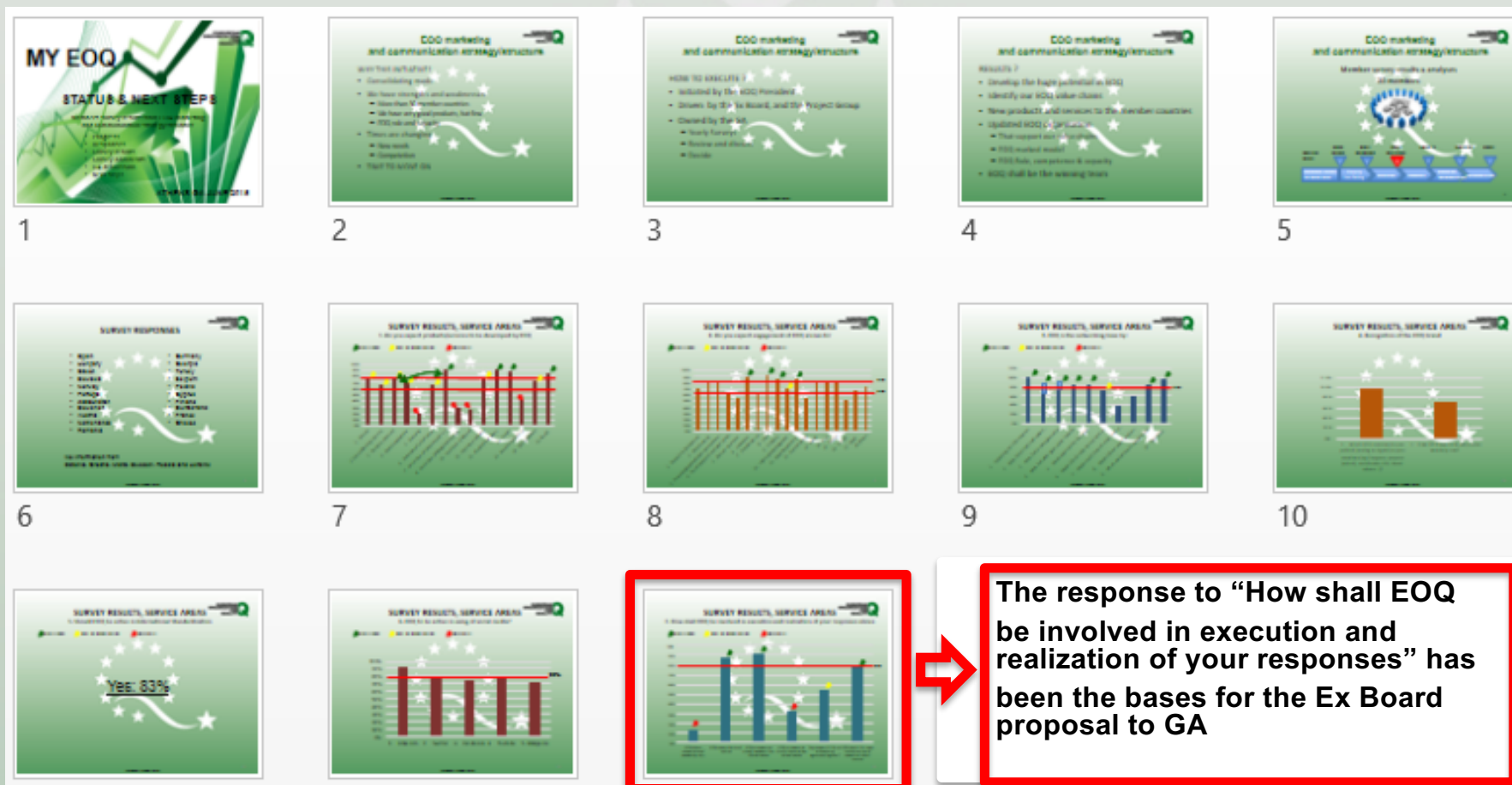
Involving members

Use of process & decision gates



Involving members

Use of Survey of members



Direction from members

1. EOQ to own products and services
2. EOQ to communicate through members in their national markets
3. EOQ to be the hub, owner and administrator of network and related services

Direction from members

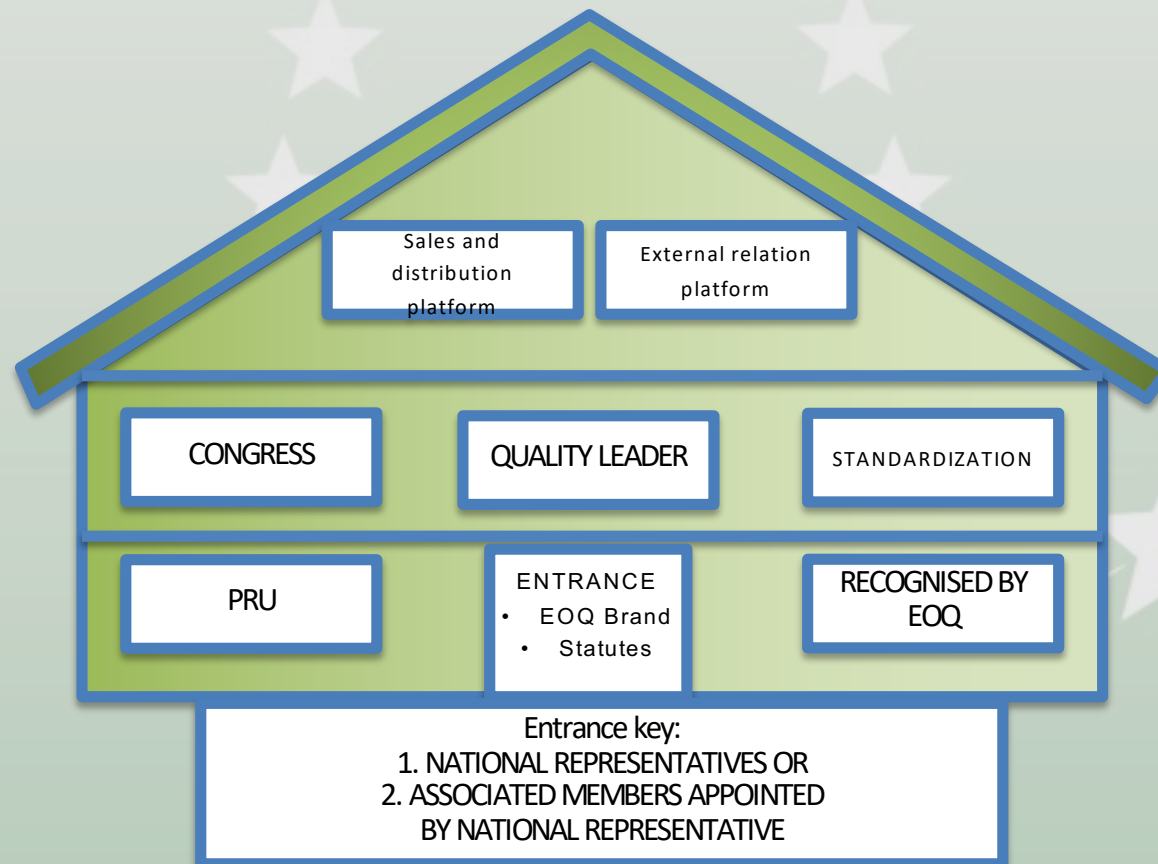
Ownership

- EOQ is the owner and has the rights to brand and products & services and is the manager.
- EOQ is the owner of the “supermarket” and the distribution center.
- Each National Representative has the priority right to the EOQ brand and EOQ product and own the market distribution in their respective national markets.

This is supporting existing practice in PRU

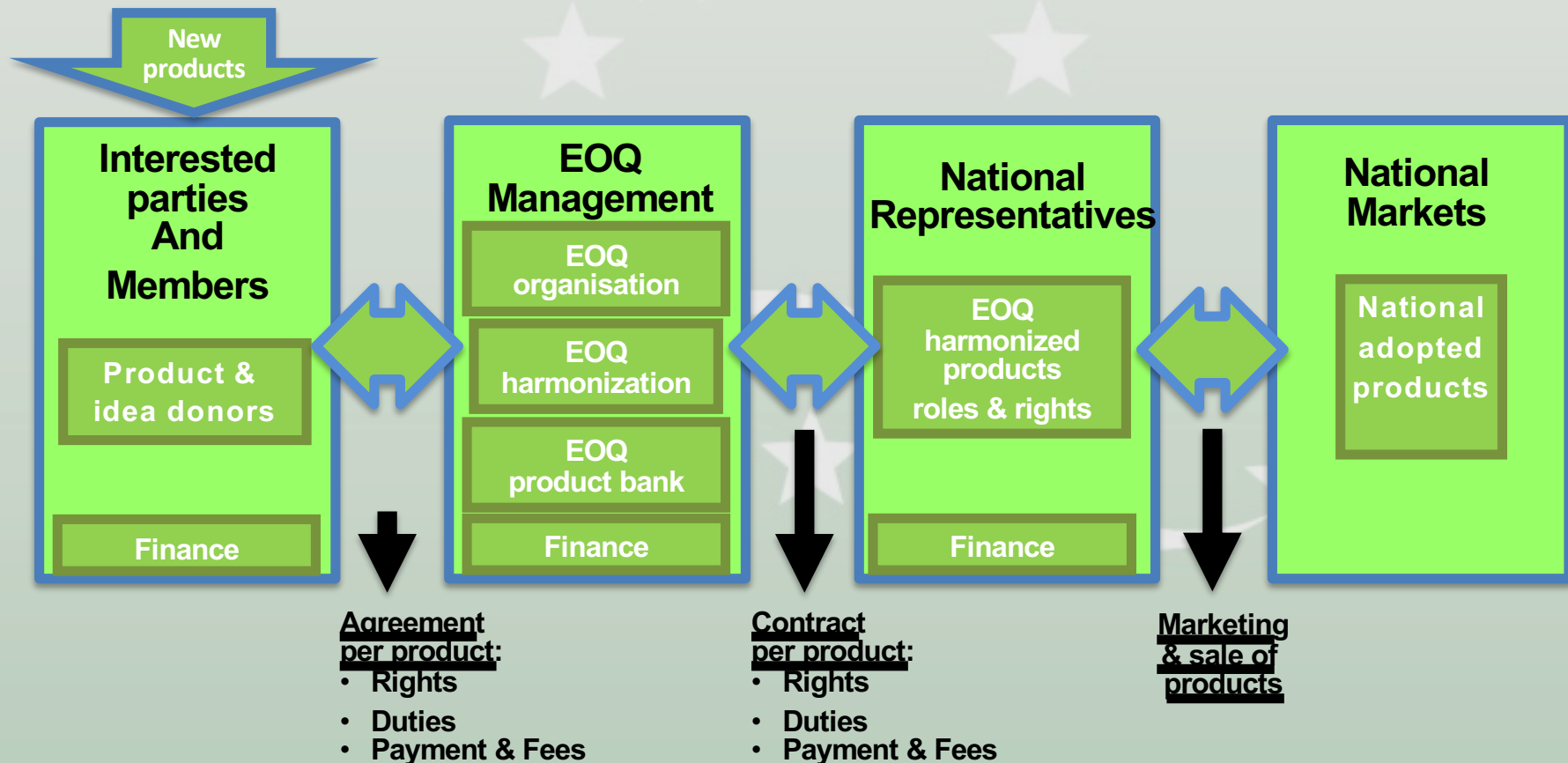
Direction from members

1. EOQ to own products and services



Direction from members

2. EOQ to communicate through members in their national markets = equal to the PRU process



Products in the My EOQ Warehouse

- Memberships
- European Quality Leader
- Quality Awards
- EOQ Congress
- EOQ Presidential meetings
- **EOQ registered competence certification**
 - PRU – Personell Registration Unit
 - EOQ registering of EOQ certificates holders
- **EOQ licenses for PCBs**
- **Standardization – EOQ normative documents**
- **Recognized by EOQ**
 - Training organizations and training courses (EOQ NR's and other training providers)
 - National Quality Mark Label
 - CoC/CoB
- **European Quality Week and slogan**
- **Encouraging Governmental bodies**



... all as per EOQ Statutes 3.2

Products in the My EOQ Warehouse

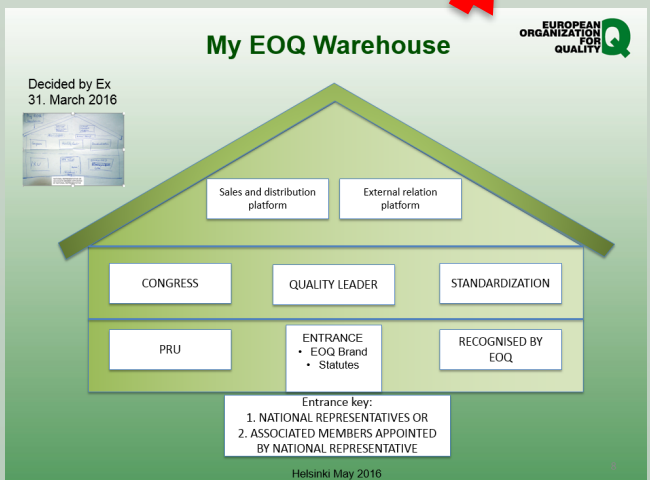
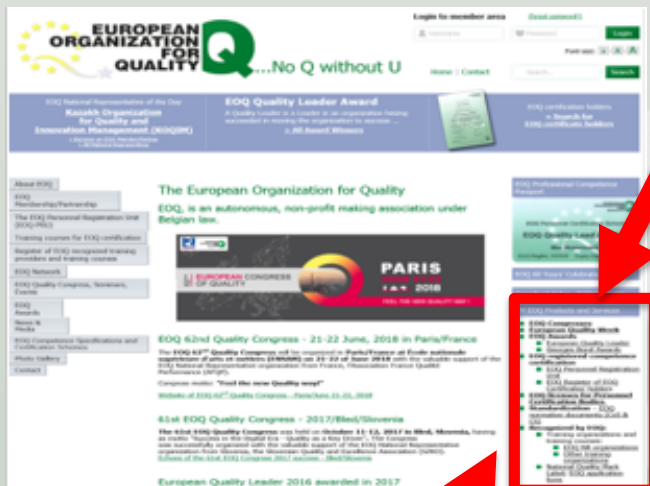
Donator - product:

- Germany – PRU
- Turkey – COC/COB
- Slovenia – National Quality Mark
- Belgium - BoK
- Austria – QA, IQNet
- France – AFQP – Quali-board
- Spain – AEC, Q-in
- Others – a number of prospects

My EOQ concept

3. EOQ to be the hub, owner and administrator of network and related services

The first step new My EOQ “Portal”



1. General provisions and conditions

- The Warehouse idea
- NR's EOQ privileges
- The My EOQ process from acquiring products and services, through harmonization to distribution in the market
- Organisational requirements, and work groups (ala PRU)
- Commercial conditions
- The product overviews
- Support from the EOQ Management system
- Expected benefits for the NRs
- Testimonies from users

2. Use of EOQ Brand

3. Congresses

4. European Quality Leader

5. Competence assurance certification

- PRU (all existing management documents)
 - Competence Specifications and Certification schemes
- Training Courses
- Recognized training providers

6. Recognized by EOQ

- COC/COB (all existing product specific management documents)
- National Quality Mark (all existing product specific management documents)

7. Standardization

8. + New derived from current strategy development and implementation

Implementation

New requirements to:

- **NR's commitment**
- **EOQ's commitment**
 - Structural management of needs, MS, IM. www.eoq.org
 - Statutes and legal aspects
 - Financial & commercial management
 - Operational Management of GA approvals and Ex decisions:
 - Process and its support
 - Role and responsibilities
 - Organizing and administration
 - Resources
 - Commercials and financials

Implementation

Strategy

To own, manage and provide harmonized products and services to national representatives as members

Organizing

1. EOQ to establish a user forum per product (National Representatives) to:
 - a) Manage the EOQ products
 - b) Maintain and develop the EOQ product
 - c) Verify its implementation in the national representatives organizations according to its harmonized scheme/structure
- a) The National originator member organisation to be invited to Chair the user forum
1. The National representatives to adopt the organizational requirements to the EOQ product

This is supporting existing practice in PRU and EOQ management

Ownership implementation

A contract to be established between EOQ and the respective National Quality Association

- 1. EOQ and the National Representatives wanting to implement a product establish an agreement with EOQ regulating conditions**
- 2. The National Representative in a country implement the product as defined and supported by EOQ as product owner**
- 3. National product adoptions to be agreed by EOQ in the user forum**
- 4. First step is “Recognized by EOQ”**

This is supporting existing practice in PRU

EOQ National Representative of the Day

**Kazakh Organization
for Quality and
Innovation Management (KOQIM)**

[» Become an EOQ Member/Partner](#)
[» All National Representatives](#)

EOQ Quality Leader Award

A Quality Leader is a Leader in an organization having succeeded in moving the organization to success ...

[» All Award Winners](#)



EOQ certification holders
[» Search for
EOQ certificate holders](#)

About EOQ

EOQ
Membership/Partnership

The EOQ Personnel Registration Unit
(EOQ-PRU)

Training courses for EOQ certification

Register of EOQ recognized training
providers and training courses

EOQ Network

EOQ Quality Congress, Seminars,
Events

EOQ
Awards

News &
Media

EOQ Competence Specifications and
Certification Schemes

Photo Gallery

Contact

The European Organization for Quality

EOQ, is an autonomous, non-profit making association under Belgian law.



EOQ 62nd Quality Congress - 21-22 June, 2018 in Paris/France

The **EOQ 62nd Quality Congress** will be organized in **Paris/France** at **École nationale supérieure d'arts et métiers (ENSAM)** on **21-22 of June 2018** with the valuable support of the EOQ National Representative organization from France, l'Association France Qualité Performance (AFQP).

Congress motto: **"Feel the new Quality way!"**

[Website of EOQ 62nd Quality Congress - Paris/June 21-22, 2018](#)

61st EOQ Quality Congress - 2017/Bled/Slovenia

The **61st EOQ Quality Congress** was held on **October 11-12, 2017** in **Bled, Slovenia**, having as motto "Success in the Digital Era - Quality as a Key Driver". The Congress was successfully organized with the valuable support of the EOQ National Representative organization from Slovenia, the Slovenian Quality and Excellence Association (SZKO).

[Echoes of the 61st EOQ Congress 2017 success - Bled/Slovenia](#)

European Quality Leader 2016 awarded in 2017

EOQ Professional Competence
Passport



EOQ 60 Years' Celebration

[Download Video - EOQ 60 Years](#)

MY EOQ Products and Services

- **EOQ Congresses**
- **European Quality Week**
- **EOQ Awards**
 - [European Quality Leader](#)
 - [Georges Borel Awards](#)
- **EOQ registered competence certification**
 - [EOQ Personnel Registration Unit](#)
 - [EOQ Register of EOQ Certificates' holders](#)
- **EOQ licenses for Personnel Certification Bodies**
- **Standardization – EOQ normative documents (CoS & CS)**
- **Recognized by EOQ:**
 - Training organizations and training courses:
 - [EOQ NR organizations](#)
 - [Other training organizations](#)
 - [National Quality Mark Label](#); [EOQ application form](#)