

Seminar de "Managementul Calitatii in Industria Confectiilor"

Romania, 18-19 Octombrie 2007

In scopul structurarii adecvate a acestui program de pregatire, cat mai aproape de cerintele si nevoile firmelor din acest domeniu, urmatoarele informatii sunt importante (acest chestionar va fi predat **INAINTE** de seminar, odata cu inregistrarea ca participant):

For the purpose of customising the training programme on the industry's requirements in Romania the following information is important:

Numele companiei, Persoana de Contact, E-mail si Numere de telefon			
Name of company, Contact person, Email and phone numbers			
Numar de angajati (management, administratie, lucratori)			
Number of employees (management, admin, operators)			
Tipul de produse realizat/exportat (Rugam sa fie mentionate toate)			
Type of products manufactured /exported (please list all)			
Va rugam sa numiti principalele pietee de export			
Please name your main markets of export			
Capacitatea de productie/luna (numar bucati)			
Capacity of production per month (number of pieces)			
Tipul de productie (FOB, CMT, LDP)			
Type of manufacturing (FOB, CMT, LDP)			
In ce tip de confectii este specializata compania dvs.?			
Which kinds of garments is your company specialized in?			
Va aprovizionati cu materiale? Daca da, de unde? Tari / firme	Da	Nu	
Do you do material sourcing? If yes from where? Countries/ companies			

<p>Cum este compania dvs. perceputa de catre clientii interni si de cei straini? (Calificativul 1 e cel mai scazut si 5 –cel mai mare)</p> <p>How is your company perceived by domestic buyers and by foreign buyers? (Please Rate 1 lowest-5 highest)</p>	<p>Calitate buna 1 2 3 4 5 Livrare la termen 1 2 3 4 5</p>
<p>Aveti anumiti clienti – tinta? (Raspunsul optional)</p> <p>Do you have any specific target customers? (Optional)</p>	
<p>Sunteti certificati cu ISO 9001, SA 8000 sau Oko-Tex?</p> <p>Are you certified with ISO 9001, SA 8000, or Oko-Tex?</p>	<p>ISO 9001 Da/ Nu SA 8000 Da/ Nu Oko-Tex Da/ Nu</p>
<p>Rugam numiti 4 probleme/dificultati legate de calitate, aparute in trecut in organizatia dvs.</p> <p>List four typical quality-related problems that you have come across in your business in the past.</p>	<p>1: 2: 3: 4:</p>
<p>Numiti (identificati) 4 obstacole intampinate in eforturile organizatiei dvs de a imbunatati calitatea</p> <p>What have you found as the main four hurdles in your efforts for quality improvement in your organisation?</p>	<p>1: 2: 3: 4:</p>
<p>Identificati o problema legata de evaluarea standardelor si a conformitatii in organizatia dvs.</p> <p>Identify one issue of concern / problem related to standards and conformity assessment in your organization.</p>	
<p>Numiti cateva Standarde/ Specificatii Tehnice, cu care ati lucrat in activitatile firmei dvs.</p> <p>List some Standards/Technical Regulations, which you have come across for your business activities.</p>	
<p>Cum obtineti informatii despre standardele curente si viitoare, specificatiile tehnice, utilizate in mod special pentru pietele de export? (Raspunsul optional)</p> <p>How do you obtain information about current and future standards, technical regulations especially for export markets? (Optional)</p>	
<p>Ce probleme legate de cerintele tehnice ati intampinat cand ati exportat/sau doriti sa exportati produsele dvs.?</p> <p>What problems related to technical requirements have you faced when trying to export /</p>	

exporting your products?		
Ce tip de certificare este cerut produselor dvs. destinate exportului ? What type of certification is required for your products for export purposes?		
Unde va testati produsele? Ati intampinat probleme in testarea produselor destinate exportului? Where do you get your products tested? Have you faced any problems for testing your products for export purposes?		
Dati exemple de tipuri de inspectii efectuate de diferite organisme de certificare cu care s0a confruntat companies dvs. si, indicate scopul lor. Give examples of inspections conducted by nominated inspection agencies, which you have come across in your business activities, and indicate their purpose.		
Indicati procentul de defecte/retusuri si nivelul de rebuturi la urmatoarele nivele ale productiei: Please indicate the average defect/repair and rejection level experienced in your organisation at following stages Inspectia pieselor croite /Cut parts inspection Inspectia liniei tehnologice in sectorul de coasere/In-line inspection in sewing floor Sfarsitul liniei tehnologice/End of sewing floor Inspectia finala inainte de ambalare/Final Inspection before packing % de defecte gasite la inspectia efectuata de client/% defective found during customer inspection	Retusuri %	Rebuturi %
Va rugam indicati nivelul procentual al inspectiei inainte de expediere, ca rezultat al defectelor de calitate Please indicate the shipment re-screening % as a result of quality defects		
A trebuit sa decontati facturi generate de eventuale probleme legate de calitatea produselor in ultimii 2 ani? Did you have to pay any discounts/ on account of quality related issues in last two years?	Da/ Nu	

<p>Doriti sa vi se prezinte metodologia de identificare a pierderilor/costurilor suportate de producator, cauzate de slaba calitate a produselor</p> <p>Would you like to be introduced to the methodology of capturing the losses/ costs incurred by manufacturers on account of poor quality?</p>	
<p>Este echipa responsabila cu calitatea, familiara cu Controlul Statistic de Calitate care are la baza procedurile de inspectie utilizate de clientii internationali?</p> <p>Is your quality team familiar with Acceptance Sampling Technique based inspection procedures used by international customers?</p>	

Obiectivele chestionarului:

1. Cunoasterea produsului/ specializare pietei si dimensiunea operatiunilor;
2. Captarea perceptiei clientilor asupra calitatii si performantelor de livrare a producatorilor;
3. Daca sunt certificati pentru vreun sistem international de standardizare
4. Care sunt problemele majore cu care se confrunda firmele, legate de calitate si standarde
5. Care sunt obstacolele intampinate in procedul de imbunatatire a calitatii
6. Nivelul de defecte/retusuri si cel al rebuturilor avute;
7. Sume decontate, daca este cazul, privind problemele legate de calitatea slaba
8. Dorinta de a cunoaste metodologia Costului Calitatii
9. Gradul de familiaritate cu prcedurile Controlului Statistic de Calitate
10. Nivelul cunostintelor si gradul accesibilitatii la standardele ce trebuie indeplinite pentru a exporta in UE si pe alte piete internationale

Objectives of the questionnaire

1. To know product/ market specialisation and scale of operation
2. To capture customer perception in terms of quality and delivery performance of the manufacturers
3. If they are certified for any international system standard
4. What are the major problems they have faced related to quality or standards
5. What are the hurdles faced by them in quality improvement
6. The defect/ repair and rejection levels experienced
7. Discounts paid, if any, in account of poor quality
8. Desire to know about Cost of Quality methodology
9. Familiarity with acceptance sampling based inspection procedures
10. Knowledge, accessibility to standards to be complied with for exporting to the EU and other international markets