

De qualité pour les PME

2009-1-PL1-LEO05-05035

<http://www.adam-europe.eu/adam/project/view.htm?prj=5425>

Information sur le projet

Titre: De qualité pour les PME

Code Projet: 2009-1-PL1-LEO05-05035

Année: 2009

Type de Projet: Projets de transfert d'innovation

Statut: Clôturé

Pays: PL-Pologne

Accroche marketing: Nouvelle approche pour la formation dans les aspects de la qualité est fortement requise. Les résultats du projet sont adressés directement aux PME du personnel y compris la gestion des PME en tant que groupe, qui ont une influence significative sur l'ensemble de la qualité dans la société. Le contenu des cours couvrent large éventail d'aspects relatifs à la qualité dans les PME manufacturières. L'application de solutions e-learning de pointe qui sont les plus flexibles pour les stagiaires est, dans certains cas, la meilleure et la seule pour le développement professionnel des PME du personnel. La plupart des formations actuellement disponibles sur le marché sont concentrés sur des sujets choisis, assez étroites et en liaison avec qu'il n'est pas possible pour les salariés des PME à adopter des idées générales et principales du champ de la connaissance par rapport à la qualité. Assister à nombre de cours est une consommation beaucoup de temps et n'est pas économiquement raisonnable.

Résumé: Today's situation on the European market, rising global competition along with the world economic crisis and the cost pressure resulting out of it, forces SMEs to put more efforts to increase their competitiveness. One of the possibilities is the improvement of the production process quality, which allows to manufacture products of the highest quality while keeping production costs on the competitive and reasonable level. Particularly advanced Ambiance Intelligence (AmI) technology offers excellent opportunities to improve process quality in SMEs. This would allow those companies not only to survive on the demanding market, but also to develop and build solid relations with customers and other companies which need sub-suppliers of the highest quality. Therefore Q4SME is targeting at transfer an adaptation of existing innovative results to provide the large SME community with the modern courses about improvement of the production quality and all aspects of the quality control adapted especially to the specific needs of SMEs. To realize the ambitious goal of transfer and adaptation of existing innovative results from previous projects, partnership containing institutions from different countries was set up. Project partners have required expertise and knowledge regarding production process quality and all aspects of the quality control, including AmI technology. Some of them have common experiences from former LdV projects. They will use and transfer certain achievements and results of pilot project ISAR, which was realized 2005-2007 and FP6 research project AMI-4-SME. PIAP currently delivers to its industrial partners and customers quality control and production safety related trainings. PIAP employees are experienced with design and implementation of automated systems for production and production processes control. PIAP will be responsible for project management and for transfer and adaptation of existing course materials concerning technical aspects of quality control systems currently available on the market. The aim of the project is to provide a cost-effective, comprehensive training system for SMEs covering technical, organizational and economical aspects of quality control and assurance. Elaborated training system will comprise eLearning solution, learning methodology, materials and instructions regarding preparation and providing of training. The project impact will be to increase the knowledge of target groups (managers of SME, SME employees, trainers and consultants) about production quality management and control supported by modern technical and ICT solutions, such as AmI technology.

Description: In 2009 the in the middle of the economical crisis the situation of many small and medium enterprises become dramatic. They faced hard reality in which their existence on the market was threatened. One of the possibilities to help them

Information sur le projet

increase their competitiveness is to improve the production process quality, which allows to manufacture products of the highest quality while keeping production costs on the competitive and reasonable level. Particularly advanced Ambience Intelligence (Aml) technology offers excellent opportunities to improve process quality in SMEs. This would allow those companies not only to survive on the demanding market, but also to develop and build solid relations with customers and other companies which need sub-suppliers of the highest quality.

The group of international institutions have seen the SME needs and risen the international consortium to elaborate the new vocational training system for overall SME quality improvement. An international research project was launched by four companies from Poland, Slovakia, Germany and Spain. The consortium has solid background, competency and experience regarding production process quality, quality control, including Aml technology and quality management to realise the ambitious goal of helping SME's in fighting with the crisis by delivering them appropriate and required knowledge. During the international project "Quality for SME" (acronym Q4SME) realisation the knowledge related to different aspects of quality in small and medium enterprises was gathered and reformed in new shape customised for three end user groups needs. The identified end users groups are SME managers, SME workers and trainers and consultants.

The vocational training system called Q4SME, according to project acronym in which it was elaborated, covers three areas where quality should be improved: quality management, production culture and quality control. This division look strange for experts from different science fields. For quality management experts the quality management systems cover all mentioned aspects but from the other side for quality control experts quality assurance and control should be kept from the first line on the drawing board. However such division reflects looking on the quality from three different point of view and reflects approach to the quality from three sides. Quality management comprises knowledge about ISO9001 norm and its implementation in SMEs. Production culture is more technical knowledge for automation and robotisation as well as for ambience intelligence. Quality control is presented in theory and practical approach.

Thèmes: *** Qualité
 *** Divers
 *** Entreprise, TPE, PME
 Sectors: *** Industrie Manufacturière

Types de Produit: Site Internet

Information sur le produit: The main project results are Q4SME training system and accompanying methodology. Both that products are prepared in five languages: English, Polish, German, Spanish and Slovak. All versions of the system are available on-line. However due it is still prototype and the commercialisation process is still in progress the Q4SME system does not have unique internet address. To reach the system one can use a link on the project information page. The Q4SME learning system is targeted to three different target groups: SME managers, SME employees and trainers and consultants. Therefore, three courses were elaborated. Most complete set of lessons comprise the Course for Trainers and Consultants while this target group should have most complete knowledge in the area of quality in SME. For SME Managers the course contains lessons related to quality managements and control as well as basic lessons related to production culture. This course is more theoretical while course for SME employees is rather practical and contain basic informations from quality management and theory of quality control but extended, more technical lessons from production culture and quality control as well.

The visitor (learner) has possibility to chose the right course following the proper link on the system front page according to his profession profile and skill set. The front page contains also brief information about the system itself and its usage and links to other language versions.

The methodology elaborated in the Q4SME project comprises detailed instructions necessary to (1) adapt/create course content, (2) establish the ICT system and implement the content as well as (3) to organise and execute the course. It is divided

Information sur le projet

into two main parts containing the guidelines related to courseware and system utilisation/administration.

Page Web du projet: <http://www.q4sme.eu>

Contractant du projet

Nom: Przemysowy Instytut Automatyki i Pomiarów PIAP
Ville: Warszawa
Pays/Région: Mazowieckie
Pays: PL-Pologne
Type d'organisation: Institution de recherche
Site Internet: <http://www.piap.eu>

Personne de contact

Nom: Micha Smater
Adresse: Al. Jerozolimskie 202
Ville: Warszawa
Pays: PL-Pologne
Téléphone: +48228740203
Fax: +48228740220
E-mail: msmater@piap.pl
Site internet:

Coordinateur

Nom: Przemysowy Instytut Automatyki i Pomiarów PIAP
Ville: Warszawa
Pays/Région: Mazowieckie
Pays: PL-Pologne
Type d'organisation: Institution de recherche
Site Internet: <http://www.piap.eu>

Personne de contact

Nom: Micha Smater
Adresse: Al. Jerozolimskie 202
Ville: Warszawa
Pays: PL-Pologne
Téléphone: +48228740203
Fax: +48228740220
E-mail: msmater@piap.pl
Site internet:

Partenaire

Partner 1

Nom: Consultores de Automatizacion y Robotica, S.A.
Ville: Las Arenas
Pays/Région: Pais Vasco
Pays: ES-Espagne
Type d'organisation: Autres
Site Internet: <http://www.carsa.es>

Partner 2

Nom: ASTRA - Association for Innovation and Development
Ville: Košice
Pays/Région: Východné Slovensko
Pays: SK-Slovaquie
Type d'organisation: Autres
Site Internet: <http://www.astra-ngo.sk>

Partner 3

Nom: Institut fur Angewandte Systemtechnik Bremen GmbH
Ville: Bremen
Pays/Région: Bremen
Pays: DE-Allemagne
Type d'organisation: Autres
Site Internet: <http://www.atb-bremen.de>

Données du projet

Q4SME-Leaflet2-ENG_v100.pdf

http://www.adam-europe.eu/prj/5425/prj/Q4SME-Leaflet2-ENG_v100.pdf

Leaflet issued at the end of the project (English version).

Q4SME_Leaflet_v100.pdf

http://www.adam-europe.eu/prj/5425/prj/Q4SME_Leaflet_v100.pdf

First leaflet issued in electronic version at the beginning of the project. Contains basic information about the project ideas and project partners.

Q4SME_Newsletter1_v100.pdf

http://www.adam-europe.eu/prj/5425/prj/Q4SME_Newsletter1_v100.pdf

Issued in electronic version at the first months of the project.

Q4SME-Ulotka-2_PL.pdf

http://www.adam-europe.eu/prj/5425/prj/Q4SME-Ulotka-2_PL.pdf

Leaflet issued at the end of the project (Polish version).

Produits

- 1 Q4SME System
- 2 Q4SME Methodology

Produit 'Q4SME System'

Titre: Q4SME System

Type de Produit: Site Internet

Texte marketing: According to recent statistical research the SME's are the biggest group of enterprises in Europe. Over 99% of all enterprises are just SME's. This number covers all types of companies we can assume, with high probability, that significant number of them produce goods to the market. All such SME's apply different production processes which can be easily automated and robotized. Proper, considered and carefully planned introduction of advanced automated solution always improves company economy, reduce costs, increases the productivity and, what is not always appropriately emphasized, always improves process and final product quality. This statement is obvious for the engineer but is not always clear for company manager or worker. Only adequate training in the field of quality and automation and robotics can help to break the barrier impeding SME automatization. New vocational training system focuses on quality improvement in small and medium enterprises by application of A&R solutions.

Description: The vocational training system called Q4SME, according to project acronym in which it was elaborated, covers three areas where quality should be improved: quality management, production culture and quality control. This division look strange for experts from different science fields. For quality management experts the quality management systems cover all mentioned aspects but from the other side for quality control experts quality assurance and control should be kept from the first line on the drawing board. However such division reflects looking on the quality from three different point of view and reflects approach to the quality from three sides. Quality management comprises knowledge about ISO9001 norm and its implementation in SMEs. Production culture is more technical knowledge for automation and robotisation as well as for ambience intelligence. Quality control is presented in theory and practical approach.

Quality - the term commonly known and used (in many cases much abused). Each of us is convinced that he knows exactly what lies behind it. But if one come to try to define quality, not everyone who uses it often is able to clearly formulate a concise definition. The quality may be high or very high, sometimes consumer goods quality could be defined as perfect, but if we really can achieve such quality? Can be achieved something that is really impossible? Nonsense! - Shout some. But are they right? Quality can be defined as ever evolving perception by the customer of the value provided by a product. It is not a static perception that never changes but a fluid process that changes as a product matures (innovation) and other alternatives (competition) are made available as a basis of comparison.

The conclusion is clear that when we cannot achieve the excellent quality or that quality is not given once and for all we must make sustained efforts in the pursuit, the pursuit for excellent quality.

Cible: Production SME of different branches.
SME Managers
SME Employees
Trainers and Consultants

Résultat: Vocational training for three different target groups related to quality aspects in SME especially quality management, production culture and quality control.
The prototype of Q4SME system is available through project web page www.q4sme.eu

Domaine d'application: To teach target groups representatives about quality in SME.

Adresse du site Internet:

Langues de produit: allemand
polonais
slovaque
espagnol

Produit 'Q4SME System'

Langues de produit: anglais

Produit 'Q4SME Methodology'

Titre: Q4SME Methodology

Type de Produit: Autres

Texte marketing: The Q4SME methodology consist of complete guidelines set for delivering the courses, system establishment, management, administration as well as for further evaluation.

Description: The methodology elaborated in the Q4SME project comprises detailed instructions necessary to (1) adapt/create course content, (2) establish the ICT system and implement the content as well as (3) to organise and execute the course. It is divided into two main parts containing the guidelines related to courseware and system utilisation/administration. The source, ISAR methodology, was revised and necessary adaptations to tailor it to Q4SME needs were done. The Q4SME system established and ready to be used on-line. User should acquire the knowledge from the courseware related guidelines first. Another option is to establish standalone server using the box version of Q4SME system, however some prerequisites must be meet. System administration related guidelines should be used first.

Cible: Manufacturing SMEs, Training and Consultancy companies
SME Managers
SME Employees
Trainers and Consultants

Résultat: Electronic version of the document.

Domaine d'application: To be distributed with the Q4SME ICT system

Adresse du site Internet:

Langues de produit: slovaque
espagnol
allemand
polonais
anglais

product files

Q4SME-Final Q4SME Methodology-V101-DE.pdf

<http://www.adam-europe.eu/prj/5425/prd/2/1/Q4SME-Final%20Q4SME%20Methodology-V101-DE.pdf>
German version of Q4SME methodology

Q4SME-Final Q4SME Methodology-V101-EN.pdf

<http://www.adam-europe.eu/prj/5425/prd/2/1/Q4SME-Final%20Q4SME%20Methodology-V101-EN.pdf>
English version of Q4SME methodology.

Q4SME-Final Q4SME Methodology-V101-ES.pdf

<http://www.adam-europe.eu/prj/5425/prd/2/1/Q4SME-Final%20Q4SME%20Methodology-V101-ES.pdf>
Spanish version of Q4SME methodology

Q4SME-Final Q4SME Methodology-V101-PL.pdf

<http://www.adam-europe.eu/prj/5425/prd/2/1/Q4SME-Final%20Q4SME%20Methodology-V101-PL.pdf>
Polish version of Q4SME methodology

Q4SME-Final Q4SME Methodology-V101-SK.pdf

<http://www.adam-europe.eu/prj/5425/prd/2/1/Q4SME-Final%20Q4SME%20Methodology-V101-SK.pdf>
Slovak version of Q4SME methodology

product files

Événements

Fourth (Final) working meeting

Date	19.01.2012
Description	Summary of project realisation. Preparation for final report submission. Plans for product commercialisation. Plans for future collaboration.
Cible	Project partners
Public	Événement non public
Informations de contact	
Date et lieu	19-01-2012, Warsaw, Poland

Third Working Meeting

Date	13.07.2011
Description	Summary of project realisation in first half of the second year. Detailed plan for the time till the project end. Initial plans for future collaboration.
Cible	Project partners
Public	Événement non public
Informations de contact	
Date et lieu	13-06-2011, Adeje, Spain

Second Working Meeting

Date	10.12.2010
Description	Summary of firsts year of project realisation. Preparation for Interim report submission. Detailed plan for next 6 months.
Cible	Project partners
Public	Événement non public
Informations de contact	
Date et lieu	10-12-2010, Bremen, Germany

Événements

First Working Meeting

Date	06.07.2010
Description	Summary of first 6 months of project realisation. Description of work done, plans for the next 6 months.
Cible	project consortium
Public	Événement non public
Informations de contact	
Date et lieu	06, 07 July 2010, Kosice, Slovakia

Project Kick-Off Meeting

Date	19.11.2009
Description	First project consortium meeting aiming in preparation and detailed planning of work per partner for first 6 month.
Cible	Project partners
Public	Événement non public
Informations de contact	
Date et lieu	19-11-2009, Warsaw, Poland