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THE AUDIT OF RECEPTION PROCESS

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Abstract

The object of study case is to analyze the quality of the logistics department, focusing on the audit process. Purpose of this paper is to present the advantages resulting from the systematic audit processes and methods of analysis and improvement of nonconformities found. The case study is realised at SC Miele Tehnica SRL Brasov, twelfth production line, and the fourth from outside Germany. The specific objectives are: clarifying the concept of audit quality, emphasizing requirements ISO 19011:2003 "Guidelines for auditing quality management systems and / or environment" on audits; cchieving quality audit and performance analysis; improved process performance reception materials; compliance with legislation and auditing standards applicable in EU and Romania.

Key words**:** *analysis. logistics, management systems, quality audit*

INTRODUCTION

Quality audit: According to ISO 9000 [1], auditing is a "systematic, independent and documented process for obtaining audit evidence and evaluating them objectively to determine the extent to which audit criteria are fulfilled". The audit evidence may include registration, stating facts or other information that is relevant to the audit criteria and verifiable, and audit criteria are considered procedures, policies or requirements ensembles.[2]

The main purpose of quality audit is to detect deficiencies quality management system and the need to initiate some corrective activities to eliminate weaknesses, as well as opportunities to improve company quality system, its processes, products and services offered.

The evaluation result contains opportunities for improvement that should be the common point of view reached by audit partners (the auditor and the audited). The result will be submitted for management review process, where it will return the process owner with the necessary resources (money, time, personnel) to implement actions.

MATERIALS AND METHODS

In order to set up this paper, the main information were taken from Miele Technica regarding reception process.

The audit procedure was the modern one in force. Making internal audit quality is regulated by the procedure "Internal Audit", one of the mandatory procedures. In the development process are the requirements of ISO 9001, cap.8.2 and ISO 19011 - Guide for quality and environmental audits.

RESULTS AND DISCUSSIONS

Miele in Romania. Miele activity in Romania started in 2007, with the opening of the first mono-brand show room Miele in Bucharest. In 2009 it opened a new factory for the production of appliances components in Romania Braşov, in 2010 opens the second show-rom in Arad, and in 2011 the third store in Romania in Braşov.

Miele Tehnica Braşov is the twelfth production line of the company and the fourth outside Germany and currently has about 100

employees, the number will reach 300 in the coming years.

The main activity is manufacture of electronic components (modules) corresponding CAEN code 2611.

Quality orientation is reflected in the fact that people from Miele Tehnica implemented SMC – ISO 9001:2008, SMM– ISO 14001:2004, SMRS – ISO 8000:2008.

Organization of logistics at SC Miele Tehnica SRL

Currently, university environment and business considers logistics as a strategic resource of the organization, a source of competitive advantage, a power that connects the enterprise with its customers and suppliers through two interrelated streams - that of the goods and the information.[3]

Logistics concept translates into saving materials, including all steps of the manufacturing process.[4]

At SC Miele Tehnica, is a separate logistics department, which has 3 functions: a) Planning materials and supplies; b)Materials Management - receiving goods, packaging management, commissioning, internal transport, delivery and external transport and c) Replenishment

In terms of spatial organization, logistics department structure is as follows:

Area 1 - there is reception and dispatch of goods, here are situated and ramps for truck access sites

Area 2 - is the location management

Area 3 - there takes place the preparation of materials for production

Area 4 - is the area where the workers takes the necessary materials from supermarkets

In the following figure gives the organization and the flow of materials logistics department at SC Miele Tehnica.

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Quality audits are planned in each component of SMC being subject to internal audit at least once a year. This will ensure timely detection of potential nonconformities in relation to requirements of standard reference or other internal or external documents.

Below is showed the audit process from SC Miele Tehnica, which includes 3 stages: preparation of the audit, the audit itself and the conclusion of the audit.

Organization and material flow logistics department at Miele Tehnica can be seen in the Fig1.

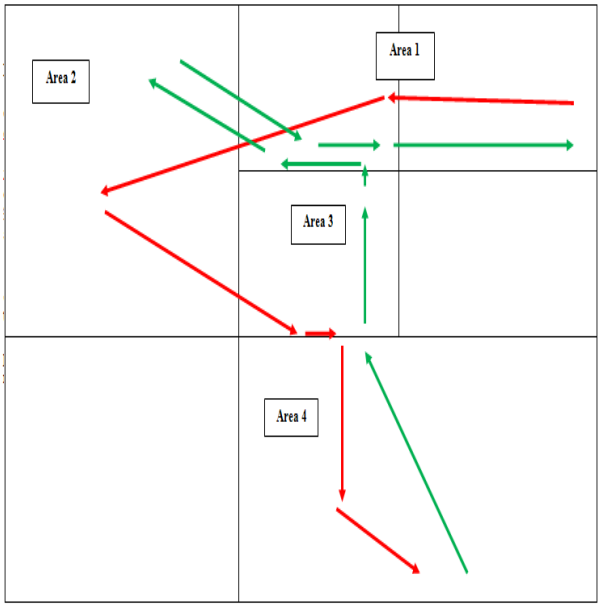

Fig.1. Organization and material flow logistics department at Miele Tehnica

Legend:

Area 1 receipt of the goods / shipping / access ramps for the lorry
Area 2: management locations
Area 3: preparing of production materials
Area 4: Shop Floor (Supermarkt & Line Side Rack)

Components

Finished electronics

Audit preparing meant: training team members study documents relating to the audit, preparing / development of working documents, communication with the audit client. Instruments represent questionnaires, interview guides and checklists, which help the auditors to obtain information about the process.

Table 1 Process audit plan

Hour	Activity
9:00	1.Opening session Analysis of the audit program
9:15	2. Review of process indicators Complaints, internal nonconformities Previous nonconformities
9:45	3. Qualification of staff
10:15	4.Storage conditions
10:45	5.How we work
11:30	6.Closing Meeting Presenting the results

Proposal to improve After finisinhg the audit, are detected nonconformities and causes that have generated them, and scoring.

Table.2. Nonconformity Report

Nr.	Description of nonconformity	Causes	Description of corrective actions
1	For the materials with special storage conditions are not showned instructions describing how their handling and storage are taken (e.g. MSD: Moisture Sensitive Devices, have no warning, it is based on the experience of warehouse staff)	Process was implemented as in Germany, the staff training was made, there is no documentation	The process will be documented by an instruction, training staff will also be documented by instructions
2	Raw material which has a special packaging (eg vacuum) are not inspected at the reception	Process was implemented as in Germany, the staff training was made, there is no documentation	The process will be documented by an instruction
3	There are not instructions for materials stored in special conditions	Process was implemented as in Germany, the staff training was made, there is no documentation	The process will be documented by an instruction
4	Returning materials in the production area are identified only with easily removable labels. There is a possible risk of mixing products that are placed on the same pallet	There is only one location where the labels are put	Setting of areas for labeling of each lot
5	Qualification matrix is not updated (eg Ianu Serban is not included in the matrix) while that person knew very well how to work and job requirements	The person is still in the training and evaluation has not been completed in time	Qualification matrix will be updated. Training procedure will be updated to specify when a new employee will be placed on qualification matrix

At set intervals, quality manager and logistics manager, meet for management sessions to review the preventive and corrective actions, and evaluate their efficiency.

Miele internal audits are conducted in a planned technique are documented and their purpose is to verify the conformity activities related to quality regulations. Through these audits Miele technique has two aspects, the processes to be stable and continuous improvement of quality.

To check whether the quality activities and audit results are in agreement with plan, and to evaluate the efficiency audits each year, the logistics department is reviewed by internal auditors.

Those auditors have no responsibility inside the compartment. Result of the audit is transmitted logistics manager, which communicates to all involved.

CONCLUSIONS

The case study show off how the Miele Tehnica achieved continuous process improvement, starting from solving internal audits. For this are used instruments such as questionnaires, interview guides or checklists, standard forms for reports of noncompliance, methods of analysis and improvement.

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[3]ISO 9000:2000.Sisteme de management al calitatii.Principii fundamentale si vocabulary
[4] http://ro.wikipedia.org/wiki/Logistica