EFSA QUALITY MANAGEMENT SYSTEM

Management Board Meeting
16 March 2016

AGENDA

- Introduction

- EFSA Quality Management System

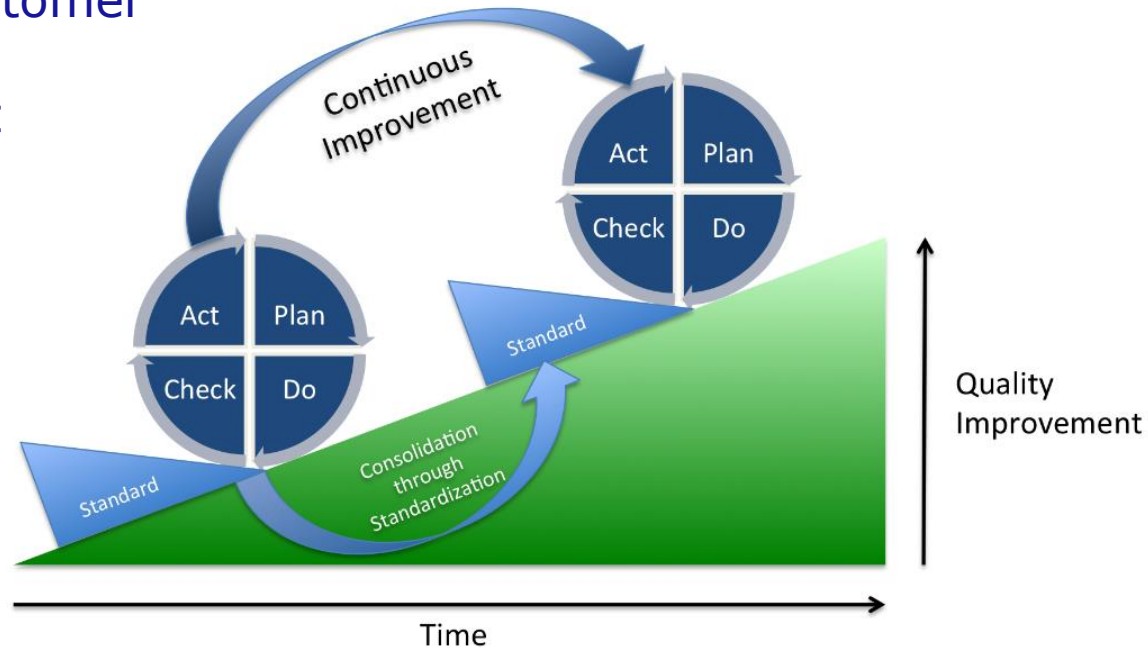- Next steps

SCIENCE AND QUALITY

Scientific Excellence

=

Significant breakthrough in human knowledge or understanding

Quality Management

=

System products/ services are consistent and meet customer expectations

CONTINUOUS IMPROVEMENT

EFSA is committed to:

Meeting/ exceeding customer requirements through continuous improvement

➢ Thus enhancing trust in the EU food safety system

QM PRINCIPLES

1. QM PRINCIPLES IMPLEMENTED

Customer focus

EFSA customers:

EU Commission

EU Parliament

Member States

2. QM PRINCIPLES IMPLEMENTED

Leadership

- Clear direction from ED & MT

- Management Reviews of QMS

3. QM PRINCIPLES IMPLEMENTED

Engagement of people

EFSA Quality Circle
  ➢ **best practice**

➢ Regular quality meetings with EFSA units
➢ Quality event OHIM and ANSES followed by joint workshops
➢ Monthly newsletters

4. QM PRINCIPLES IMPLEMENTED

Process Approach

- ➢ EFSA process landscape available

- ➢ EFSA processes described and managed

- ➢ System is being further improved
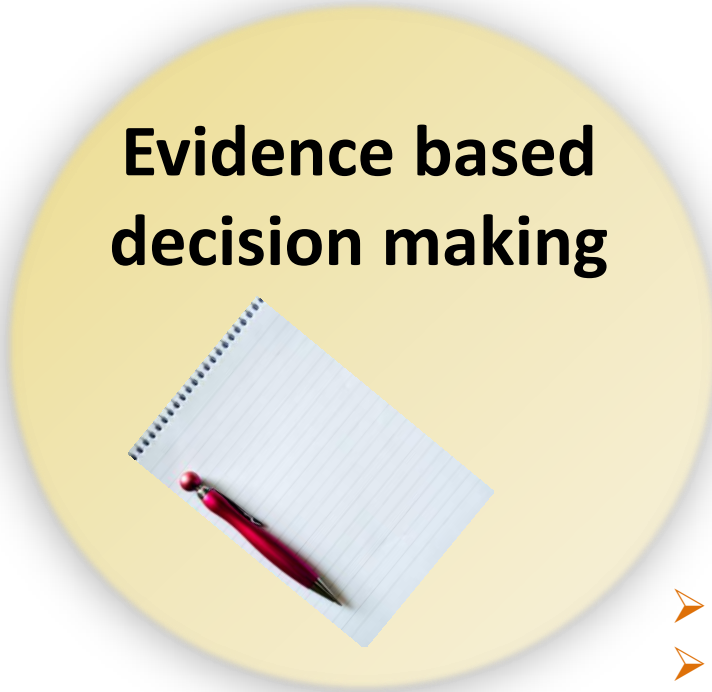
5. QM PRINCIPLES IMPLEMENTED

Improvement

Plan/Do/Check/Act implemented

➤ continuous improvement

-> basis for excellence

Improvement actions derive from:

- Internal quality audits
- Non-conformity & ex-ante deviation from process reporting
- Management Team Review meetings
- Customer & stakeholder feedback

6. QM PRINCIPLES IMPLEMENTED

Evidence based decision making

Decisions based on evidence *(internal quality audits, Review mtgs, feedback)*

➢ EFSA Balanced Scorecard
➢ Management of resource planning & consumption for all projects/processes

7. QM PRINCIPLES IMPLEMENTED

Relationship management

➢ Interested parties for services defined

➢ Requirements defined

➢ Satisfaction measured

NEXT STEPS

➢ ISO 9001:2015 certification planned for autumn 2016

Timeline

➢ **May 2016:** Pre-certification audit

➢ **July 2016:** Establishment of certification programme

➢ **Fall 2016:** Certification audits