Summary
This lecture is aimed at showing shortcomings when applying process approach in the quality management, the shortcomings resulting only in a formal approach to this application. The major shortcomings is orientation of the process approach only to several processes, the fact that there were practically no changes in organizational structures (no teams with competences have been created, remuneration of employees has not been changed, employees have still been remunerated according to work, not their results). The lecture shows a procedure of phase building of the process oriented quality management system.

Key Words:
Application of the process approach, the process oriented quality management system, phases of building the process oriented quality management system.

PHASES OF BUILDING THE PROCESS ORIENTED SYSTEM

1. In the first phase of the process oriented quality management system it is necessary to review or create own strategy of the company important for designing future processes of the company. In this phase it is necessary to define key qualifications of the company and critical success factors.

2. The second phase of building the process oriented quality management system consists of determination of the requirements on processes. In this phase it is particularly important to clearly determine requirements on individual processes, as well as to determine links among the processes with regard to objectives and tasks resulting from the company strategy.

3. The third phase of building the process oriented quality management system deals with determining criteria for individual processes. It is necessary to determine such criteria that will clearly show performance and efficiency of the management of individual processes.

4. The fourth phase is aimed at making a process pattern in such a manner that a value-creating chain is made creating a value added for the customer.