

## HNC/Hungary events report – November 2010

### 17<sup>th</sup> National Conference of ISO 9000 Forum

Having in mind the crucial role of **quality, competitiveness** and **crisis management** the EOQ Hungarian National Committee and the ISO 9000 Forum on 9–10 September 2010 in Balatonvilagos (Hungary) jointly organized the 17<sup>th</sup> National Conference with the slogan „Learning from each other”. Nearly 300 Quality Experts and guests participated in the conference.

During the Plenary session well-known Hungarian specialists gave analysis of steps taken by the Hungarian companies and organizations to harmonize the methods of crisis management with the requirements of CSR, the local company culture and the team cohesion. The overwhelming majority of lecturer came to the conclusion that enhancing the competitiveness and assuring a positive vision for the society inevitably needs the improvement of the effectiveness of education and training facilities, the deliberate application of the self-education and the ethical behaviour.

In the special sections the importance and advantages of “Learning from each other” principle was the basic issue. The representatives of a number of successful companies reported about the methods used by them in achieving the level of excellence. There were presentations about the payoff of using the self-evaluation method, the use of different crisis management techniques, about the application of Lean management, the Kaizen and other TQM methods. Considerable attention has been given to the importance of the human resource aspects.

### 19<sup>th</sup> Hungarian Quality Week

The traditional (this time the 19<sup>th</sup>) HUNGARIAN QUALITY WEEK has been organized on 2–4 November 2010 in Budapest. The whole conference was hosted jointly by the EOQ Hungarian National Committee and the Hungarian Society for Quality. A series of section discussions have been held on the timely quality issues and also annual Quality Awards have been presented.

During the Plenary session high ranked representatives (state secretaries) of the key Government offices made presentations on how the Hungarian economy can cope with the world economic crisis bearing in mind the crisis management methods and the requirements of quality. The presentations highlighted that improving the competitiveness in the whole sphere of the Hungarian economy is inevitable, moreover, in some fields structural changes have to be implemented. The importance of consumer protection also has been emphasized.

In the special sections the following topics were discussed:

- **Risk management.** From the basic principles of this subject the audience was also given information about some companies’ experience in using risk management techniques.
- **Lean management.** The lecturers analysed and described the results and usefulness of the application of Lean method in different companies.
- **Forum of managers.** The questions of energy efficiency and sustainable development have been discussed.
- **Successful organizations, successful models.** Observations of the EFQM Excellence Model, the new ISO 9004 and the CSR Excellence Program have been talked over.
- **Timely issues.** Benchmarking, quality of human resource and quality of services have been analysed.
- **Day of education.** The timely problems of vocational training, the basic education and the high education were the subjects of discussion.

## **Quality Day of the Hungarian Post**

On Occasion of the World Quality Day among several other companies and organizations one of the largest Hungarian company "Magyar Posta" (Hungarian Post) celebrated the Quality Day on November 25, 2010. More than 200 staff members and invited guests participated at the event and almost 1000 employees of the Hungarian Pos could follow the program by videoconference in 5 centres in Hungary. The new DG of the Hungarian Post underlined the importance of quality for the services by the company and handed over the Quality Prizes 2010 to the winners in the category "Post Offices" and "Internal Service Organizations". The Vice President of the HNC for EOQ presented one of the technical papers under the title "Management Aspects of Sustainable Development and Quality". The Head of the Quality Management and Environmental Protection of the Hungarian Post introduced the quality development program of the company until 2015 including the training and certification of further counterparts of the Hungarian Post according to the EOQ Harmonized Schemes.