

## Quality Management (standard ISO 9001)9001)

### To what end?

To set up a quality management system that conforms to standard ISO 9001 by defining, organising and improving the company's control over its internal processes, especially those related to providing services, orienting them towards customer satisfaction and continuous improvement. Obtaining this prestigious international certification is an important recognition of the organisation's quality in management.

### What does it involve?

The process begins by using quality indicators to map out the organisation's current situation and defining our desired quality objectives and policy in order to create and implement an improvement plan. Process mapping, creating a management guide and holding a final meeting for management-level employees are all key tools for achieving the target goals in order to obtain a satisfactory score on the internal and external audits.

### References

Ajuntament de l'Hospitalet, Cailà & Parés, Covidien, Filsmitt, Filtros Anovia, Rittal Disprel, Simop, Unidad Manual, Aston, Boris 45, ESCO, PBS, Q Diagnòstica, Salter Sport, Sayós & Carrera, Tyco Healthcare, Unexus, Associació de Salut Mental Septimània, Benito Menni, Blauclínic, Clínica Aparicio, Clínica Barceloneta, Clínica Corachan, Clínica Plató, Col·legi d'Infermers de Girona, Corporació Sanitària Parc Taulí, CRC Corporació Sanitària, Centre Psicoteràpia Barcelona, CSMA Horta, Fundació Eulàlia Torras de Beà, Fundació CMP Osona, Fundació Nou Barris, Fundació Orienta, Grup Catalònia, Integralia, Iriteb, Iván Mañero Clínica, Laboratori Penedès i Garraf, Medical Cremades, PAS, Grup Pere Mata, Sant Pere Claver, Unió Catalana d'Hospitals, Unidad de Diagnòstico de Alergia a Medicamentos, Agència de Salut Pública de Barcelona, Ajuntament de l'Hospitalet, Ajuntament de Sabadell, Ajuntament de Vilanova i la Geltrú, Programa Municipal per a la Dona, Diputació de Barcelona, Escola de Policia de Catalunya, Institut de Seguretat Pública de Barcelona,, Fundació La Tutela, Institut de Seguretat Alimentària i Salubritat, Servei Català de Trànsit.

## **Patient Safety Management (standard UNE 179003)**

### **To what end?**

To minimise potential risks to patient safety during the healthcare process and their associated costs. According to WHO data, nearly 10% of patients in Spanish hospitals suffer some kind of adverse event between the time of admittance and release, and half of these events can be avoided by following certain guidelines.

### **What does it involve?**

We work to establish a management system oriented towards identifying and assessing risks, implementing risk treatment plans, recording, notifying and analysing adverse events, and taking measures to reduce to likelihood of recurrence and improve the ability to detect potential risks.

### **References**

Benito Menni.

## **Service Commitment Charter (standard UNE 93200)**

### **To what end?**

To inform customers of the services we offer and the commitments they entail, clearly define the company's responsibility, promote continuous improvement, etc. This certification confers prestige on an organisation as a proof of transparency and honesty, creates added value for its customers and gives it a competitive edge in the market.

### **What does it involve?**

The service charter is a fundamental resource in continuous improvement. It is one of the most widely used tools in both the public and private sectors for expressing a company's commitment to quality in each of the services it offers. Designing a service charter is a multi-step process that involves setting up a task force, identifying the company's general and legal information, determining the commitments to quality it wants to express, and finally drafting the document that will certify this pledge of continuous improvement. After identifying and introducing the company, the service charter lists and describes the services it offers and presents clearly defined standards, levels and criteria that certify and underscore its commitment to quality.

### **Referències**

Benito Menni.

## **Environmental Management (standard ISO 14001 / EMAS)**

### **To what end?**

To help companies adopt a systematic approach to environmental protection and pollution prevention, with the aim of improving environmental performance and increasing profit-making opportunities. A company that is certified to standard ISO 14001 or EMAS eliminates export obstacles, minimises the risk of litigation and fines, and cuts costs. In addition, this certification is an important independent recognition of a company's social responsibility, thereby enhancing its reputation.

### **What does it involve?**

The process begins by using quality indicators to assess the organisation's current situation and defining our desired environmental management objectives and policy in order to create and implement an improvement plan. Operational control, proper system documentation and a final meeting for management-level employees are all key tools for achieving the target goals in order to obtain a satisfactory score on the internal and external audits.

### **References**

Cailà & Parés, Covidien, Filtros Anoaia.

## **Occupational Health and Safety Management (OHSAS 18001 / Psychosocial risks)**

### **To what end?**

To improve health and safety in the workplace, both of which are essential for optimum job and business performance. Applying this standard helps companies to improve working conditions, increase employee motivation and commitment, and reduce the number of work-related accidents and illnesses, thereby minimising costs and inactivity. OHSAS 18001 certification is also an important independent recognition of a company's occupational health and safety conditions.

### **What does it involve?**

Standard OHSAS 18001 sets out the requirements for an occupational health and safety management system. The degree of application will depend on the organisation, the nature of its activity, and the risks and complexity of its operations. However, in all cases the first step is to define the company's OHS policy in order to identify and assess potential risks and hazards. Existing procedures are reviewed to determine weaknesses and areas for improvement in the organisation. We then draw up an action plan that must be implemented and subsequently verified. A final management-level review meeting will ensure the successful outcome of the internal and external audits

### **References**

Cailà & Parés, Hospital de Mollet, Hospital de Campdevànol.

## Integrated Management Systems

### To what end?

To create a single company-wide system that integrates the aspects common to various specific management systems, an organisation can minimise duplication, thereby increasing its efficiency and efficacy.

### What does it involve?

An integrated management system usually comprises two or more of the following management systems: quality management (ISO 9001), environmental management (ISO 14001 / EMAS) and occupational health and safety management (OHSAS 18001). Once we have decided which systems we want to integrate, we must identify the overlaps and interdependencies to design a single system capable of incorporating new organisational solutions in a consistent way.

### Referències

Agència de Salut Pública de Barcelona, Cailà & Parés, Filtros Anoa

## Corporate Social Responsibility

### To what end?

Corporate social responsibility (CSR) is a bonus for organisations that want to demonstrate their business ethics and commitment to society. It makes financial matters, good governance and environmental and social concerns an integral part of the management system, and as such CSR is a wise strategy for improving a company's management approach as well as its reputation in the eyes of customers and stakeholders.

### What does it involve?

Corporate social responsibility is not just about complying with laws and rules: it means making an active, voluntary contribution to the improvement of society, the economy and the environment. After analysing a company, we design a programme that makes social responsibility an integral part of the organisation's overall strategy, and once it has been duly implemented, the progress made in this area is confirmed by achieving certification. Another option is to prepare and publish sustainability reports or corporate social responsibility reports, an exercise in accountability that increases the organisation's transparency and social prestige.

### Referències

Clínica Plató, Serveis de Salut Integrats del Baix Empordà.

## **Organic Law on Data Protection (LOPD)**

### **To what end?**

To help companies to ensure the proper handling and treatment of personal data, public freedoms and fundamental rights of individuals, in compliance with Spain's Organic Law 15/1999 of 13 December on Personal Data Protection.

### **What does it involve?**

Comtec provides legal counsel and technical assistance to facilitate compliance with the Organic Law on Personal Data Protection (LOPD) and its subsequent modifications and amendments. Once we have assessed the operating system and determined the situation of data files, we perform a legal analysis to identify and explain any necessary changes or adjustments. Finally, we draft and present an action plan containing all the corrective measures that need to be taken by each concerned party, and we follow up with biannual audits to monitor and evaluate progress in this area. We also offer our clients advice and assistance on passing the mandatory biennial LOPD audits.

### **References**

Cailà & Parés, ESCO, Jacuzzi Bathroom, PBS, RTI Health Solutions, Splendia, Fundació Esclerosi Múltiple, Unidad de Diagnóstico de Alergia a Medicamentos, Consorcio para la Construcción, Equipamiento y Explotación del Laboratorio de Luz Sincrotrón.