

Process Innovation – Organization Improvement and Performance Increasing Method. Case Study: Test Process Innovation in the Test Desks Areas for Electric Equipments Functional Tests

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Abstract

The paper was elaborated as a result of ICPE SAERP and SRAC cooperation in PIM project(Improving innovation in business processes management of Eastern Europe SMEs by using Qualified Process Innovation Managers), and participation in INNOVATION programme with a same project proposal. Innovation represents one of the Europe Union economic rising way and, in the same time, one of the Romanian economy performance rising way, and for SMEs. In accordance with COM 688/1995 (European Commission Communication), „innovation” consists of : a) Introduction of new products families, new services and associated markets, the extension of them. b) Establishing new product method, purchasing and distribution. c) Introduction of management changes, work organization, work conditions and personnel training. A process innovation is the implementation of a new or significantly improved production process, distribution method, or support activity for the enterprise goods or services. The innovation (new or improved) must be new to the enterprise, but it does not need to be new to the sector or market. The paper is an identification study of the test process innovation (improvement), innovation impact evaluation and the base creation for the management systems development in the organization. It starts from the classic ways, mentioned in SRENISO 9001: 2001, for QMS efficacy continuous improvement and analyses the test process as a part (sub-process) of the service, complains solving process, modernizing, general revision process.

References:

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