

The role of the Quality Manager in developing economies for transforming the organisations towards excellence using the new requirements of ISO 9001:2015 Model

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Abstract

Many changes are happening in Albanian private organizations. They are changing continuously and facing increasing issues related technology advancing and tendency to sell their products abroad. The new ISO 9001:2015 present a different way of managing and guiding of the organizations toward achieving satisfied customers, management and employees and continually improvement. The appointed Quality Manager is essential in explaining the new requirements and modifying and align current organization practices in compliance with new ISO 9001:2015. Quality Manager shall be himself well trained and at the same time assure the involvement of Top Management and employees, even during the transition projects to the new management model ISO 9001:2015 from the old model ISO 9001:2008.

In developing economies, likewise to the Albanian ones, the Quality Manager similarly like at the developed economies (eg. EU countries), has to communicate and make possible to enforce to its own company the new ISO 9001:2015 requirements, which are mostly excellence oriented requirements, like the identification of the context of the organization, the leadership role of the top management, risk based thinking, management of the organizational knowledge.

The role and the challenges of the Quality Manager position in developing economies, towards promoting and implementing the newest ISO 9001:2015 requirements, which could step up the companies from formal quality towards sustainable excellence, is presented here based on ISO 9001:2015 standard's requirements review and on our practical experiences regarding auditing of many quality management systems at the Albanian organizations since more many years.