

## MANAGEMENT SYSTEM - MS

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# *QUALITY*



The international standard BDS (Bulgarian National Standard) EN ISO 9001: 2015 is established with the aim of guaranteeing the ability of the organization to constantly provide quality products and services, which match the designated requirements.

The introduction of a quality management system in Trierra LTD, according to the international standard BDS EN ISO 9001:2015 is a strategic decision of the upper management, which has been covered for 16 years with yearly control audits and 6 recertification audits conducted by the certification organization SGS Bulgaria. Trierra's first certificate was granted in July 2003, followed by recertification audits in July 2006, July 2009, July 2012, and July 2015.

The last audit for recertification on the new version of the standard BDS EN ISO 9001: 2015 was passed successfully in July 2018. A certificate was granted with №HU03/0148 by SGS Bulgaria with an expiry date 21 July 2021.

### Certificate Coverage

Import, export, trade with industrial and automotive bearings and other machine elements.

Taking into consideration the ideas embedded in the standard, Trierra's management directs and limits the expenditure of company resources only towards achieving goals, which add value to the end customer.

Under value for the end customer are included expenses for providing and conducting services, activities or processes, for which it is fair for the client to pay.

The introduction of the version of the standard ISO 9001:2015 puts in front of Trierra the following aims:

1. The quality management system to merge with the business system;
2. The quality management system based on ISO 9001:2015 to be used as a tool for bettering and optimizing the processes within the firm;
3. To create conditions for the stable development of the firm by:
  - Introducing a unitary way of working
  - Decreasing the expenses
  - Increasing the profits
  - Eliminating the ineffective business processes
  - Bettering the possibilities of increasing customer satisfaction
4. To manage debt before it appears, as to not be put in a situation which limits our capabilities due to uncollected debt:
  - To control and managed clients in default, instead of them us;
  - To conduct fruitful meetings with debtors and to optimize communication;
  - To obtain a general idea of the debt collecting process;
  - To build a successful strategy regarding working with debtors;
5. The introduction of a processed approached and thinking around risk:
  - Risks, which might influence the results, are periodically reviewed and covered by the system;
  - Resolving around risk is used to decide what measures must be taken for the betterment of the process results and to prevent undesired outcomes;
6. The tool which is used for process management in Trierra is the following cycle:

**PLANING – IMPLEMENTATION – EVALUATION - ACTION**

**6.1 PLANING** – Deciding the aims and the processes of obtaining the desired results i.e. “What to do”, “How to do it”, “Who should do it”.

**6.2 IMPLEMENTATION** – The implementation and management of the planned.

**6.3 EVALUATION** – Oversight and measurement of the processes and the results, and reporting the results back to the managers.

**6.4 ACTION** – Taking action for results betterment.

Satisfying the increasing requirements of our clients and the market as a whole, Trierra’s management aims to understand and distinguish both the present and future needs of our clients, to provide the sought after nomenclature of products and to offer products with the best ratio between quality and price.

To secure the future of the organization and satisfy the interested parties, Trierra LTD’s leadership is striving to create an environment in the company, which welcomes people in active search of possibilities for continuous development of the process quality in the firm and the perfection of the entire process in the company at all levels.

**7. The context of the organization** is new moment in the standard – BDS EN ISO 9001:2015

The understanding of the internal and external environments and the requirements of the interested parties are the elements, which our management keeps in mind. In the search for solutions for the contemporary questions for Trierra and the environment in which it operates, strengths, weaknesses, opportunities and threats stand out, which allow the firm to progress and adapt.

The focus of the analysis usually targets the circumstances, which are connected with quality of the offered goods and services and impact the customer satisfaction.

**8. The advantages of Trierra as a certified company on ISO 9001:2015 are:**

- Elevated company profile – receiving national and international recognition;
- Expanding or maintaining the market shares – increased opportunities for public contracts and presence in international markets;
- Ability to compete with larger organizations;
- Increasing investor interest in the organization;

- Increasing customer satisfaction. The opportunity to constantly provide quality goods and services, corresponding to the client requirements and to the requirements on normative acts, issued by a lawmaking or any other state authority;
- Enhancing the opportunities for increased customer satisfaction;
- Demonstrating in front of current and potential clients the capabilities of the organization;
- Improving process tracking;
- Increasing staff skill level.

With its actions Trierra demonstrates its ability to constantly provide goods and services, corresponding to the client requirements and to the requirements of the applicable law and regulatory norms, and further the company shows its desire to increase the satisfaction its clientele.

**END**