



ISO 9001 : 2015 – Successful entrepreneurship in the 21st century

As you will have noticed already, the newest version of ISO 9001 is due. According to the latest reports, the final publication is expected September 2015. Contrary to all previous revisions, this new adaptation will have an important impact on many business organizations.

The principle of ISO 9001:2015: "Knowing the business". This new approach tries to face the increasingly critical demands of clients but on the other hand, also considers the increasing awareness of other stakeholders in the field of corporate social responsibility. A corresponding quality management system has to be implemented according to a predetermined High Level Structure.

Although it is too soon to predict with 100% accuracy the content of the requirements, we can already confirm a number of details. The new standard challenges organizations to analyze their risks in view of the implementation of an appropriate quality management system, which offers at the same time the possibility to get a better understanding of the weaknesses and opportunities of the organization. It is also remarkable that there will be more emphasis on the leadership and commitment of the top management to take on more responsibility for the efficiency of the quality management system. Also a greater focus is expected on objectives such as drivers for improvements and the corresponding planning necessary to obtain the targets, a better rapport with the current practices, more attention for process management, change management, knowledge and competence management, internal and external communication, better focus on the demands, wishes and expectations of stakeholders (not only customers but also suppliers, company, authorities, ...) et cetera.

In short, an extraordinary challenge but at the same time a huge opportunity to prepare your business organization for successful entrepreneurship in the 21st century.

De Putter & Co follows with particular attention the latest developments of this standard. We are always at your disposal for any further information regarding this subject.

www.deputter.co

Agenda

- On Sa 27 & Su 28 June and Sa 4 & Su 5 July, William De Putter presents Herkules as 'Trendsetter in Transport' on Transport.tv – a realization of TransportMedia – on Kanaal Z. From 1 pm in a 24 hours loop
www.transporttv.be

MAN Truck & Bus: Uniformity in professionalism



MAN Truck & Bus (Kobbegeem) supports the import, sales, marketing and after-sales of trucks, buses and coaches of the brands MAN and Neoplan. The importer works closely together with 5 own subsidiaries and 24 sales and service partners.

To offer the customers in Belgium and throughout Europe an efficient and uniform service, the MAN group with HQ in Munich, aims at a uniformly organized dealer network by applying high quality standards.

In order to guarantee compliance with these MAN Standards, the importer appealed to the many years of branch experience of De Putter & Co to audit all Belgian MAN Service and Sales Partners in a professional way.

These global audits result in an extensive report per location, which gives an objective view on the compliance with the MAN Standards concerning infrastructure, general management, MAN procedures, human capital, required systems, ... Or, how the brand makes every effort to obtain the highest customer satisfaction by professionalism.

Customer: MAN Truck & Bus
www.mantruckandbus.be

Schenk recruits a new planning supervisor



Schenk Tanktransport is a dynamic and specialised international tank transport company with Dutch roots. Business activities involve the transport of fuels, lubricants and industrial gases. These goods all require dedicated transport equipment "in the colors of the customer". Schenk is well represented in North West

and Central Europe by their branches in the Netherlands, Belgium, Luxembourg, Germany, Poland and Austria. The company has 600 trucks.

The position of planning supervisor was open after an internal promotion. De Putter & Co, who has worked for Schenk since many years, started the search for a new planning supervisor. Jan Teniers recently joined the team. He has a lot of experience in the transport industry.

Customer: Schenk Tanktransport
www.schentanktransport.com

An excellent SQAS score of 96% for Tanktransport Peeters

Tanktransport Peeters, an expert in the transportation of liquid ADR products, has built through the years a solid relationship with the leading companies in the chemical industry. In the past, they already worked together with De Putter & Co for support to the ISO quality system and the SQAS assessment. They decided to collaborate again with our consultants for adapting the existing QSHE system to the new requirements of the SQAS standard.

During the implementation phase, procedures and work instructions were extended or added. They also developed different risk analyses regarding environment, safety and security. And they took innovating measures in the field of BBS (= Behaviour Based Safety).

After an intensive SQAS Transport Service audit they achieved an excellent score of 96%!

Customer: Tanktransport Peeters
www.peeters-tanktransport.be

Management extension for garage Volkswagen and Audi Timmermans

The distributor of the Volkswagen and Audi brands in Tongeren, Garage Timmermans, is a prosperous family organization, which focuses attention on professional knowledge, decades of experience and quality. To support this concession and the ambitious growth of both brands, they appealed to the expertise of De Putter & Co.

For the Audi site, Frederik Franssen was engaged as Audi Manager. He has a broad commercial and operational experience and will take care of the total brand management. For the general after sales activities, a Service Manager was hired. Benny Geusens, who has the necessary knowledge and experience, recently joined the team.

Customer: Garage Timmermans
www.timmermans-nv.be

