



PROGRAM CUORE | Employee Support
Continuous Training

Program I:

General Fundamentals of Quality, Continuous Improvement and Ethics

Welcome to your Training

In connection with your Employment Contract, GI GROUP hereby sends its **Employee Training Program**.

This training is mandatory and corresponds to the initial training modality, which we consider to be an added value, both for your personal and professional development and for raising awareness of the guiding principles of this Module, considered to be of greatest relevance in ensuring professional excellence.

These courses are organized as distance learning and, in the self-training modality, an individual learning modality that allows the individual to learn at their own pace, using specific resources for this purpose, and which contributes to the increase of their personal and professional skills without the need for continuous monitoring by a tutor or trainer.

By accessing this Module, the Employee declares that he/she undertakes to:

1. Access the training material and dedicate the necessary time to develop your skills and complete this Module;
2. Do not transmit the training materials received to third parties, in any form.

If you need support, please contact: formacao.colaborador@gigroup.com

Program Content

Quality – General Framework

- Quality Concept
- Quality and Compliance
- Quality Management and Certification

Quality – Management

- PDCA Framework

Key Quality Principles

- Customer Focus
- Involvement and Teamwork
- Process management approach
- Continuous Improvement

Ethics and Conduct

Training Debriefing – Lessons Learned

Quality – Framework

Quality concept

Ability of a product, including services, to meet or exceed customer expectations.

The term Quality comes from the Latin **Qualitate** and refers directly to the perceptions of each individual.

It is therefore subjective.

Quality is fitness for use. It is compliance with the requirements (*ISO International Standardization*).

It is defined according to the demands and needs of the consumer.

As they are constantly changing, quality specifications must be constantly changed (Deming, 1950)

Quality – Framework

Quality and Compliance

Quality is directly linked to compliance, as it translates into the satisfaction of established requirements. These requirements may be intrinsic to the Organization, defined in legislation and/or external regulations, regulations and the client itself.

Through planning and correct identification of requirements and efficient and effective performance, it is ensured that the desired outputs (results) are achieved. Requirements must encompass not only needs, but also expectations to be achieved.

For performance to be effective, the Organization must establish good practices and define procedures that facilitate the performance of processes. The procedures reflect the rules and practices that guarantee the desired results.

Quality – Framework

Quality Management and Certification

Quality Management is not exclusively dependent on certification. Organizations that have good practices and that mobilize employees to systematize and standardize activities have a quality management system, without requiring certification.

The management of a system is based on a process approach - a set of systematized activities that transform inputs into outputs, according to the requirements defined by the client.

At national level there is an entity responsible for quality management, IPQ – Instituto Português da Qualidade.

Quality – Framework

Quality Management and Certification

Certification according to a reference standard is proven through the issuance of an official document that indicates Conformity with the defined requirements (by the respective standard or standard).

Quality certification, namely through ISO 9001, gives companies an externally recognized Qualification. This certification is considered an added value to the service provided.

Quality Management follows some key principles, identified below, as fundamental to achieving the Organization's objectives.

Quality – Management

PDCA Cycle

P (Plan) D (Do) C (Check) A (Act)

Plan: define objectives and processes necessary to deliver results aligned with customer expectations, mandatory or regulatory requirements and the Organization's policy.

Do: implementation of the Process(es)

Check: monitoring processes and services in accordance with policies, objectives and requirements and reporting results.

Act: implement actions to continually improve process performance.



Key Quality Principles

The ISO International Organization for Standardization identifies some key principles that, if adopted by Organizations (regardless of whether certified or not) will result in the satisfaction of their customers and the identified requirements:

- **Focus on customers**
- **Involvement and Teamwork**
- **Process management**
- **Continuous Improvement**

Key Quality Principles

Focus on customers

“Organizations depend on their customers and as such must understand their present and future needs, their requirements and strive to exceed their expectations.”

Compliance is, therefore, directly related to customer requirements and satisfaction. It is therefore important that organizations are focused on their customers in order to achieve compliance with the service provided.

(ISO International Organization for Standardization)

MAIN BENEFITS

Increased revenue and market share through flexible and quick responses to market opportunities;

Increased effectiveness in the use of the organization's resources in order to increase customer satisfaction;

Improved customer loyalty, resulting in business maintenance.

Key Quality Principles

Involvement and Teamwork

“People at all levels are the essence of the organization and their total involvement allows their skills to be used for the benefit of the organization”

People's involvement is crucial for the development of Quality and for the effectiveness of results. Whenever Top Management manages to involve and commit people the processes result in innovation and creativity in promoting the organization's objectives. People feel responsible for their performance and are interested in participating and contributing to continuous improvement.

(ISO International Organization for Standardization)

MAIN BENEFITS

Greater personal involvement and accountability

Engagement and internal dynamism, conducive to innovation and sustainability

Commitment to results

Key Quality Principles

Process management

“The desired outcome is achieved more effectively when related activities and resources are managed as a process.”

Process can be defined as “a set of interrelated activities that transforms “Inputs” into “Outputs”.All processes must be aligned with the Organization's objectives, scope and complexity and must be designed in such a way as to add value to it.

(ISO International Organization for Standardization)

MAIN BENEFITS

Better results, more consistent and predictable.

Focusing and better prioritizing improvement opportunities.

Ability to focus efforts on key processes.

Provide confidence to Stakeholders regarding the coherence, efficiency and effectiveness of the Organization.

Key Quality Principles

Continuous Improvement

“The continuous improvement of the organization’s global performance must be a permanent objective.”

One of the key principles of Quality is the search for Continuous Improvement. To obtain effective results, the organization must understand the processes and their interrelationships and, whenever appropriate/necessary, identify the phases of the processes with the possibility of improvement.

(ISO International Organization for Standardization)

MAIN BENEFITS

Performance advantage through improved organizational capabilities.

Alignment of improving activities at all levels of the organization's planned strategy.

Flexibility and speed in responding to opportunities.

Key Quality Principles

Continuous Improvement - Tools

As a result of internal analyses, corrective actions must be defined, the objective of which is to contribute globally to improving processes and the system.

The corrective action process may follow the PDCA methodology, adopting this tool to control the definition, implementation and evaluation of the corrective action.

The corrective action process aims to restore system compliance and is implemented whenever a Non-Conformity is identified (i.e., non-compliance with a requirement).

The process must be reevaluated after the implementation of the corrective action in order to verify the effective effectiveness of the action – the restoration of Compliance.

MAIN BENEFITS

Performance advantage through improved organizational capabilities.

Alignment of improving activities at all levels of the organization's planned strategy.

Flexibility and speed in responding to opportunities

Key Quality Principles

Continuous Improvement – Return on Investment

Quality should not be seen as a cost, but as an investment whose results are visible directly and indirectly in the Organization's Management, Processes and People.

Investment in quality management results in added value for the Organization and the Employee.

MAIN BENEFITS

The systematization of the organization's best practice processes and methodologies results in:

Failure reduction
Increased productivity and satisfaction
Increased turnover, by reducing rework costs and waste
Development of skills, through quality training
Increased motivational levels and encouragement of Creativity by Employees.

Ethics and Conduct

Business conduct (or business ethics) comprises the set of rules and principles that define behavior in the business world, defining what is acceptable or unacceptable.

Codes of conduct or ethical codes are more than a guide to behavior for Employees. They define the company's philosophy towards third parties.

Organizations are responsible for the conduct of their employees and for all decisions and results of their actions. It is also responsible to society for the quality of its action.

Business ethics provide guidelines for appropriate and quality behavior on the part of employees. The ethical approach is increasingly an essential factor in creating a positive image for the Organization.

Code of Conduct Gi Group:

<https://www.gigroupholding.com/portugal/codigo-boa-conduta/>

We summarize the main results achieved through this training:

1. Know how to understand the impact of adopting a Quality Management System, on the Organization and for Employees
2. Know how to relate Quality to Compliance, identifying its main benefits
3. Know how to identify the reference standard within the scope of Quality Management, as well as the responsible national entity
4. Know how to identify the Key Quality Principles
5. Know how to understand the relevance of creating and accepting Codes of Conduct in Organizations

Now that you have completed this action, access the **knowledge assessment questionnaire** (**Mandatory step for completing this action**).