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Quality management system - a tool for success

Latvian Environment,
Geology and Meteorology
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Dia 1

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LEGMA is a governmental agency which was established on 01.01.2005 by merging 3 institutions:

- Latvian Hydrometeorological Agency;
- Latvian Environment Agency;
- State Geological Service.



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The main tasks:

- Implementation of national policy on geology, meteorology, climatology, hydrology, air quality and air transboundary pollution;
- Environmental monitoring;
- Meteorological and hydrological forecasting;
- Development of unified environmental information system;
- Provision of environmental information for public;
- Geological supervision of subsoil resources and subsoil use;
- Environmental testing laboratory.



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Our best practice case:

Demonstrate a possibility to change an organisation of the former soviet style of working into a modern and competitive institution by using the main principles of the quality management.





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The reasons:

- Innovations within the state investment project from 1998 – 2002 (lack of the tactical and operational documents...)
- World Meteorological Organization (international level...)
- "Single European Sky" (the quality management system according to ISO 9001 is preferable...)



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The actors:

- Top management
- Quality manager
- External experts
- **Staff**





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The process:

- Number of training (main principles and benefits of the quality management system (formal, informal));





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The process:

- Describing the business processes (Process approach, all the business processes are described step by step);
- Analyse of all activities (consider the necessity of doing them);





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The process:

- Development of documents (manuals, instructions and guidelines to ensure relevant performance of the services).





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Results:

Income from agency's paid services from 2002 – 2004 which is almost doubled due the better organization of processes.

2002	2003	2004
259 976*	317 628*	458 324*

*LVL (1EUR – 0.7028LVL (2006-08-29))



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Lessons learned:

- Well-established quality management system encourages and motivates staff to improve working practises;
- Involvement of staff is the most crucial thing;
- Only staff responsible for the business processes can elaborate the most usable documents for the management of the particular processes.