

## **Quality management**

**Introduce of the high-class management after DIN EN ISO in 9001**

**Environmental management DIN EN ISO 14001**

**Risk judgment DIN EN ISO 12100**

**Customer satisfaction / employee's satisfaction / enterprise satisfaction**

**Process optimisation**

**Mistake avoidance**

**Complaint management**

**System optimisation**

**Working preparation**

**Employee's trainings**

**Security instructions**

**Danger analysis in the company**

**From and continuing education**

**Profit increase by introduction continuing high-class management, the Totally Quality management, e.g., EFQM**

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## About interconsul

The enterprise interconsul acts in the core business for small and medium constant enterprise. By my education as a toolmaker, master, by the state examine Mechanical engineering engineers and various continuing education in economic technology and company technology, environment protection technology, high-class management with a more than 15-year-old practice can increase just small-constant and medium constant enterprises by specific measures in the quality assurance her value.

Of course most executives know what would be liable to improvement in your enterprise which the employees should be trained even more intensely and which complaints would not necessarily have to be. They also see where the money lies in the company „on the ground“ and the coarse causes know for it.

To improve this situation needs a very high time involved to the exact analysis and a Know How as such a change is to be initiated with lasting effect and to be carried out. And most executives are strongly used to capacity with her core business, so that simply enough time is absent to realise to get used to the work in this topic. To send employee on trainings is temporal and connected financially with high expenditure, but without continuing education of the employee's one does not get on.

Interconsul offers consultation, investigation of process and system expiries, analysis of the customer satisfaction and employee's satisfaction and indicates possibilities for the increase in output and value increase.

Interconsul has no concealed costs. Account either in the hourly sentence or as a fixed price. Please, request for an offer.

By experience and education contrasts interconsul with the competition positively.

Consult with the requirement for public appropriations for the offers from interconsul.

Dietmar Schleifenbaum  
Carmanstraße 51  
D 53879 Euskirchen  
Email: [info@interconsul.de](mailto:info@interconsul.de)  
Firmensitz: 53879 Euskirchen

**interconsul**  
<http://www.interconsul.de>

Telefon: +49 2251 / 7745290  
Fax: +49 2251 / 7761529  
Mobil: +49 1573 / 6983796  
Geschäftsführer: Dietmar Schleifenbaum  
Steuernummer: 209/5044/3073

# **Consultation**

**Preparation of your enterprise for the certification to DIN EN ISO 9001 and DIN EN ISO 14001**

**Employee's trainings for high-class management, quality assurance, working preparation, process optimization and working security**

**CE - marking with technical documentation to the EU-conformance explanation**

**Enterprise foundation**

**Enterprise foundation of foreign enterprises in Germany**

**Enterprise foundation of German enterprises in Russia and in the Ukraine**

**Personnel care and personnel control of staff in the Russian-speaking foreign countries**

**Consultation to attain of the GOST - certificate**

**With this certificate goods may be introduced to Russia and the GUS states and be sold**

**Branch partner offices in Moscow and Kiev**

**Mediation of enterprise partnerships in Russia and in the Ukraine**

**Realisation of internal audits**

**Preparation of your enterprise for continuing high-class management systems, to the Totally Quality management (TQM) with his tools**

## Internal Audits

We carry out an internal audit, from the planning about the realisation up to the evaluation.

Just by internal audits the small defects which do not strike in the everyday craft become remarkable.

By logical continuous improvement of the management of your enterprise unexpected resources will freely be able to lower your costs further.

You request for prices of an internal audit (product audit, system audit, process audit, supplier's audit) as a directive, without obligations an offer

Employee	Auditor as a Lead auditor	Add-on costs	Internal costs
1 to 9	ca. 850 €	plus travel expenses + lodging	ca. 450 €
10 to 49	ca. 1.100 €	plus travel expenses + lodging	ca. 650 €
50 to 99	ca. 1.600 €	plus travel expenses + lodging	ca. 800 €
100 to 200	ca. 2.400 €	Plus travel expenses + lodging	ca. 2.400 €

Tip: This information is average values; the price is depending on the trade and additional expenditure

Auditor: These are costs for the external auditor, e.g., interconsul

Add-on costs: These are the costs for travel expenditure and lodging

Internal costs: This is partly eligible costs for expenditure of your own employees with the audit

## **DIN EN ISO 9001 // DIN EN ISO 14001 // integrated Management System**

We prepare your certification / Re certification / integrate for the high-class management and environmental management:

From the planning about the realisation up to the evaluation.

Intensive consultation and help to the production / change of the quality assurance manual

Consultation and help by the production of the procedure instructions

Consultation and help by the production of the directive statements

Consultation and help with the documentation for the observance of the legal regulations and default

Consultation, planning and realisation of internal audits

Consultation and help with the choice of the accredited Zert society

Consultation and help by the judgment of the management system by the management

Participation as an observer with the Zert audit

## Complaint management

According to the study Excellence of barometers in 2007 disappointed customers react sensitively: 34% reduce the business relations, 13 % break off them completely and other 42 % consider the demolition, although they do not carry out him, however.

As hard weighs that 82 % of the disappointed customers exchange themselves about that with colleagues and friends. A put off customer damages therefore with lasting effect to the image of the company.

### Complaint management is a chief thing

It is a job of the enterpriser to guarantee an efficient complaint process. This contains:

- enough staff for the acceptance and treatment of discomfort,
- Training and training for the complaint team,
- An EDV program to the capture and evaluation of complaints, causes and the taken measures.

Besides, it lies in the enterpriser to set up a mistake culture. Employees often do not transmit discomfort because of fear around her job. An open contact with mistakes is asked. The employees must know that a mistake immediately does not cost the head.

### The contact with discomfort is a setting thing

It is as important that the employees have understood that complaints are no load, but a chance. Really injuriously for the business are because the discontented customers who do not express her disappointment.

Here the enterprise has to make up for no chance the mistake. However, is able to do discontented customer who go to the trouble of formulating a complaint, become help. With a quick, personal and unbureaucratic reaction they can be surprised even positively and be bound so with lasting effect to the enterprise. Hence, the right motto should be: Many thanks for your criticism!

### The rules for the contact with complaints

1. Responsibilities fix: People instruct, furnish perhaps hotline
2. Persons responsible train concerning: To expertise (technology, product knowledge, measures), abilities (service, contact with angry customers), settings (criticism as a chance understands)
3. Provide technology: electric data processing programs, phone hotline
4. Create mistake culture
5. Quick react – A complaint should be worked on within three days.
6. Personally react – no impersonal standard answer and already no answering machine. The complaint should be accepted personally and be treated individually.
7. Creatively react – Every complaint offers the chance to surprise the customer positively – with an unusual excuse or original reparation.

## Training of your staff

### Construction of a complaint management in your enterprise

Dietmar Schleifenbaum  
 Carmanstraße 51  
 D 53879 Euskirchen  
 Email: info@interconsul.de  
 Firmensitz: 53879 Euskirchen

  
<http://www.interconsul.de>

Telefon: +49 2251 / 7745290  
 Fax: +49 2251 / 7761529  
 Mobil: +49 1573 / 6983796  
 Geschäftsführer: Dietmar Schleifenbaum  
 Steuernummer: 209/5044/3073

## Takeover of your complaint management by work contract

### Trainings and continuing education

Continuing education of the high-class managers

Education in the high-class management

Continuing education for the realisation of internal audits

Continuing education for the construction of procedure instructions

Continuing education for the working preparation / evaluation

Continuing education complaint treatment

Continuing education supplier's assessment

Realisation of the yearly prescribed working security instruction

Continuing education for the production of a danger analysis in the company

Request without obligations for an offer	Time		Price and duration is directed after size of company and expenditure to be expected
Training of the high-class manager: Self assessment / Lead of the Quality Management Manual. Theory and practise in the company			
Training realisation of internal audits			
Continuing education production of a procedure instruction			
Continuing education complaint treatment			
Continuing education supplier's assessment			
Annual working security instruction			
Continuing education production of a danger analysis			

Dietmar Schleifenbaum

Carmanstraße 51

D 53879 Euskirchen

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Firmensitz: 53879 Euskirchen

## interconsul

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Fax: +49 2251 / 7761529

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Geschäftsführer: Dietmar Schleifenbaum

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Note: The trainings and continuing education are partly eligible in the European Union, contact us. This information is average values; the price is depending on the order package and additional expenditure

## **Consultation for the introduction**

# **TQM**

### **(Total-Quality Management)**

EFQM / RADAR assessment method

Advancement after introduction of the DIN EN ISO in 9001

- Lowering of the costs, improvement of the profit strength
  - Continuous improvement of product or service
- Advantages in the product liability by risk reduction
  - Strong reduction of the complaint cases

### **Trainings:**

Continuing education of the high-class managers

Education in the high-class management

Continuing education for the realisation of internal audits

Continuing education for the construction of procedure instructions

Continuing education for the working preparation / evaluation

Continuing education complaint treatment

Continuing education supplier's assessment

Realisation of the yearly prescribed working security instruction

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Continuing education for the production of a danger analysis in the company

## Consultation and help with the CE - marking Provide to the technical documentation

CE - marking with technical documentation to the EG-conformance explanation

STEP 1 – Find out which directive (n) and harmonised norms of your product are valid

STEP 2 – Investigate of the specific conditions on your product

STEP 3 – Find out whether a named place must be pulled up for a conformance assessment procedure

STEP 6 – you attach the Ce marking in your product and you write the EC-conformance explanation with our help

STEP 5 – compilation of the necessary technical documentation and steering system of these documents

STEP 4 – testing of the product and examination of his conformance (risk assessment, conformance assessment)

The Ce- marking is a main indicator for the conformance of a product with the valid juridical regulations of the EU and allows the free movement of goods within the European market.. By the fixing of the CE – marking if the manufacturer confirms in own responsibility that the product fulfils all conditions which are prescribed for the CE marking legally, and guarantees with the fact that the product within the European economic area (EEA, Iceland, Norway encloses 27 member states of the EU and the EFTA's member countries and Liechtenstein) as well as in Turkey may be sold. This is also valid for products which are produced in third countries and are sold within EEA and Turkey.

It is defeated by the responsibility of the manufacturer to carry out the conformance check, to put together the technical accompanying documents, to issue the EU-conformance explanation and to attach the CE - marking in the product. Distributors of a product must check whether the CE- marking and the accompanying documentation exist.

**If the product from a third country is imported, it is incumbent upon the importer to make sure that the manufacturer has taken all necessary steps beyond the EU and the documentation on inquiry can be seen**

Spring: European Commission, central management enterprise and industry, B-1049 Brussels, Belgium

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D 53879 Euskirchen

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## Working security

Realisation of the yearly prescribed working security instruction

Production of a danger analysis in the company

Support with company celebrations by the professional association and with the post processing of the celebration

Support with company celebrations by the office for industrial safety / environment protection (labour inspectorate) and with the post processing of the celebration

Achievement costs as a directive, the prices are depending on the size of company, journey time and distance, request without obligations for an offer

Achievement example		
Working security training of the employees Annual working security instruction		Contents: Celebration, analysis of the work accidents, with foresight improvement of the working security
Production of a danger analysis Help for the danger judgement to working places, jobs, working methods and manufacturing methods, work routines and working hours		Contents: Company celebration, investigate of the danger points, elaboration of the measures for the accident protection, elaboration of the danger analysis
Post processing of the danger analysis		Post processing like all 6 months recommended
Post processing of work accidents		Contents: Documentations of the accident cause, working out of proposals for the accident avoidance, consultation of the accident victim person and the superiors of the accident victim person
Check of the technical documentation and the storage of materials		Contents: Examine of the data security sheets and their notice, examine of the materials used in the company for environmental compatibility (cleaner, lubricant, oils, storage)

## **Mechanical engineering and quality assurance**

### **We discuss you and hit measures before with:**

To problems with the production amount

Of the production committee

The production extent of utilisation / machine speed

Construction of machines and mechanical engineering parts,

Construction and overtake from investment technology and conveyor technology.

Consultation for the improvement of the machine extent of utilisation with the help of technical documentation and review of the Ce marking and the conformance explanation with consideration of the identification numbers from the high-class management.

### **Analysis of the machine**

### **Analysis of the working steps**

### **Analysis of the machine speed**

### **Technical optimisation with the help of the high-class management**

# Enterprise foundations in the EU

## Achievements:

Support with the construction of the finance plan

(Importantly for own appraisal of the successful possibility of your business idea,  
for the presentation at the labour office, the banks and chambers)

Support with advertising operations

(Flyer, homepage, publications)

Who does not advertise, is not perceived, the achievement and the business idea  
is also very good what it uses if nobody knows the product or the service.

Support with the accountancy

Support with the choice and application of appropriations

Prices are depending on the size of company, journey time and distance, request  
without obligations for an offer

Follows: The consultations and trainings are partly eligible within the European Union, contact us.

All information is average values; the price is depending on the order package and additional expenditure

# **Consultation certificate GOST-R and UkrSEPRO certificate**

To be allowed to introduce products to Russia, the GUS states and in the Ukraine and to be allowed to offer this there to the purchase, the products need a high-class management certificate. In Russia and the GUS states one needs a certificate GOST-R, in the Ukraine an UkrSEPRO certificate. These certificates are like the Ce marking with conformance explanation of the European market.

Without these certificates certain goods may not be sold in these countries.

Interconsul offers:

Consultation and support to Erlangen from:  
Certificates GOST-R

With cooperation partner in Moscow

UkrSEPRO - Ukrainian high-class certificates  
With cooperation partner in Kiev and Simferopol

Other necessary certificates and certificates,  
juridical and linguistic support by your purchase, operations of delivery and  
assembly operations with cooperation of juridical agencies in Moscow and  
Simferopol (Ukraine)

With it exists for you a possibility to make easier the complicated import  
processes specific for country and to unwind your exports certainly

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# Cooperation

Mediation of partnerships for commercial foundation in the Russian federation  
and in the Ukraine

Mediation of partnerships for business cooperation

Consultation with the legal conditions in the respective countries

Consultation and translation:

From and after in Russian

and

from and after in Ukrainian

Organisation of the enterprise foundation, the accountancy and the tax return in  
the Russian federation and in the Ukraine by our Russian / Ukrainian tax office –  
inspector