FGE QMS: a multi companies system, to serve a community based on ISO 9001 standard

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An organization by functions within the genetic improvement process
The challenge of quality management

- At the beginning of 21st Century
- How to manage and improve the quality of this complex system?
- To increase
  - The confidence between the actors
  - The confidence of the client:
    - breeders and final users of breeding values
    - Interbull
    - ...

ISO

Iso 9001 standard adapted to multi companies organization

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A long way to build and deploy it

- Initial decision
- Creation of FGE
- Pilot project
- Conception
  - Define the system
  - Define the process
  - Test and validate the repositories
- Engagements
  - Contracts
  - Audits
  - Review, indicators...
- Extension to beef Cattle
- Conformity, efficiency maturity
- Engagements
  - Self evaluation
  - Put in conformity
  - Audit, declaration of conformity
- Operations
  - Apply
  - Monitor
  - Improve

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Today : a mature system
Organization of FGE QMS

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An effective improvement

On a cycle of audit 6 years long

→ Number of gaps divided by 2

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All activities
660 audits
182 companies

In Average per audit:
0.4 major NC
2.1 minor NC

Non conformity detected

No more major non conformity
## Controlled costs

<table>
<thead>
<tr>
<th></th>
<th>Total cost</th>
<th>Cost / company</th>
<th>Financed by</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conception of process and organization (investment)</td>
<td>790 k€ (10 years investment)</td>
<td>≈ 4 000 €</td>
<td>Collective funds</td>
</tr>
<tr>
<td>Initial Audit</td>
<td>≈ 2 000 €</td>
<td></td>
<td>Company</td>
</tr>
<tr>
<td>Total of management at national level</td>
<td>≈ 1 800 €/year</td>
<td></td>
<td>FGE</td>
</tr>
<tr>
<td>Quality resource</td>
<td>≈ 9 000 €/year</td>
<td></td>
<td>Company</td>
</tr>
<tr>
<td>Audit</td>
<td>≈ 1 000 €/year</td>
<td></td>
<td>Company</td>
</tr>
</tbody>
</table>

**Cost = 350 k€/year**
Added value considering ISO 9001 Standard

- Sharing of quality policy
- Clarification of the responsibilities
  - Between companies inside the system
- Compatible with internal ISO 9001 QMS of the companies
- A French genetic organization more readable abroad

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Power of a multi companies QMS

- Access to QMS culture an tools for small companies
- An easier production and management of documentation
- An annual process assessment
  - To manage the functions
  - With the opportunity of benchmark between companies for the same function
- Increase the confidence between the different families in the frame of very complex activities
- Training effect on CEO of companies to adopt QMS

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Indirect added value

- Merge between companies is facilitated
  - By sharing the same culture of the work
- Better management of contractors used by several companies involved in the QMS
- Pooling of the cost
  - Comparison for a company of 20 employees
    - Investment divided by 2.5 (8 k€ vs 28 k€)
    - Operational costs divided by 2 (12 k€ vs 23 k€)
- Easier to obtain the ICAR certificate of quality

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Limits or difficulties

- A long period to build the system
  - 3 year for each activity
- The current QMS doesn’t cover all the activities
- The customer orientation is difficult to formalize
  - In place inside each company
  - Difficult to consolidate at FGE level
This organization produced great results in the improvement of the quality of identification system and for the estimation of breeding value.

Nowadays a large number of companies integrated QMS as a management tool.

Will produce an advantage when negotiating the current changes of organization with the implementation of EU zootechnical regulation (*dead line 01/11/2018*)
Thank you for your attention

More information on: http://fr.france-genetique-elevage.org/-Systeme-Management-de-la-Qualite-.html