

INCERTRANS S.A. - IMPLEMENTATION AND CERTIFICATION OF MANAGEMENT SYSTEMS

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Rezumat. În cadrul Institutului de Cercetări în Transporturi – INCERTRANS S.A. sunt certificate sau acreditate cinci sisteme de management ale calității, mediului, sănătății și securității muncii, de laborator și de certificare produse. În articolul se prezintă experiența dobândită atât în implementarea acestor sisteme, pe măsura actualizării referențialelor, cât și experiența privind certificarea sau acreditarea, de organisme competente, a acestor sisteme. Fără a avea pretenția abordării tuturor aspectelor complexe legate de această temă, se consideră necesară o abordare etapizată a tematicii în studii și cercetări care să aprofundeze aspecte din acest domeniu, pentru care se constată un justificat interes.

Abstract. Within the Transport Research Institute - INCERTRANS S.A. there are certified or accredited five management systems: quality, environmental, occupational health and safety, laboratory and product certification. In this article is presented the experience gained both in terms of the implementation of these systems as the standards are updated and the experience regarding the certification or accreditation, by competent bodies, of these systems. Without claiming to address all aspects related to this complex topic, it is necessary a step-by-step approach to the topic of studies and research to deepen aspects in this field for which there is a justified interest.

Keywords: management system, process improvement, efficiency, performance.

1. Introduction

Transport Research Institute - INCERTRANS S.A. is a prestigious institute, which aims to meet the most demanding requirements regarding the quality of works in the field of activity, aiming to achieve customer / beneficiary satisfaction and legal requirements.

The institute and top management understood that the future in business is closely linked to the development and implementation of international standards, namely the effectiveness and efficiency of quality management systems, environment, health and safety at work, and is a condition for ensuring competitive advantage. The commitment of the institute's management to implement management

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