

Quality Infrastructure

By Sefa Targit

Almost all of our lift companies are working with a full quality assurance system. As the systems are already audited and certificated by the notified bodies, we can easily make this determination.

Article "6.3. Infrastructure" of the standard named " ISO 9001-2000 Quality Management Systems – Requirements", serving as a base for the quality management systems, contains the following provisions:

"The organization shall determine, provide and maintain the infrastructure needed to achieve conformity to product requirements. Infrastructure includes , as applicable,

- (a) Buildings, workspace and associated utilities;*
- (b) Process equipment (both hardware and software), and*
- (c) Supporting services (such as transport and communication)."*

Production area of a lift company is the construction jobsite. On the other hand, we are witnessing some incidents which bring to our mind the question of "Do the construction jobsites where the lift components are stored and erected offer and provide a sufficient quality infrastructure?"

How can the lift companies improve and develop this quality factor which directly affects their quality level, but on which they do not have any intervening or regulating power? This question has only one single answer, which is "to apply to the jobsite management for improvement of the site conditions".

However, as a lift company is generally the depressed side at all stages of its commercial relations, its demands relating to the jobsite management may also not be accepted. To which extent may the desired quality be achieved in a lift which is made of door panels that are used as a bench during storage and installation processes, and of electric motors and electronic control panels left in cement dust, and of guide rails used as a scaffolding?

If the building owners or the construction contractors designed by the building owners do not provide the required monetary funds, and do not establish an appropriate architectural structure, and do not create an appropriate workspace and order, the quality achievable by the lift company will be rather limited.

Total Quality Management is a management system composed of the operational culture.

Total Quality Management is a group activity and cannot be achieved by efforts of only one of the sides.

It is possible to avoid and prevent faults and achieve the desired quality level by Total Quality Management only if and to the extent all sides, from the top senior management to the workers, from the suppliers to every one who are involved in the production process and who have powers therein perform and fulfill their duties and responsibilities as expected from them.

Leaving aside some serious construction firms, we may easily say that the construction sector is unfortunately not very familiar with or close to such working systems and sites.

As the lift companies bring and store electromechanical equipments in the building, they must force the construction contractors to be more tidy and act more carefully as the latter are generally used to deal with static and rather rough construction works.

We are hereby inviting the jobsite managers to be more respectful towards the machines.

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